BLM LIBRARY
88081894

Bureau of Land Management
Direct Customer Survey Results

Supplemental Report

Improvement Opportunities by State

BLM Library
Denver Federal Center
Bldg. 85, OC-521
P.O. Box 25047
Denver, CO 80225

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Use Authorization Customer Scorecard

Overall Satisfaction with BLM
(1 question)

Service Quality and Processing Cases*
(10 questions + 1 overall)

- Processing cases* in a timely manner
- Delegating sufficient authority to local employees to make decisions
- Informing you of issues, terms, and conditions pertaining to permits being processed
- Having consistent procedures and guidance between field offices
- Having personnel who reflect a positive attitude
- Providing products and services via Internet and electronically
- Holding employees accountable
- Responding to your information requests
- Being flexible and creative in meeting users' needs, including using outside experts and contractors
- Processing the communication site application [ROW]

Communicating and Collaborating with the Public
(11 questions + 1 overall)

- Bringing people together to consider economic and social issues in making land management decisions
- Informing the public about land management issues and decisions
- Providing opportunities to participate in land use planning
- Providing opportunities to participate in environmental analyses
- Taking initiative on issues affecting land management agencies
- Working with other federal and state agencies and organizations
- Maintaining good communication and coordination within BLM
- Having a visible presence in the field and/or in the community
- Educating the public about how to use the land
- Offering maps for sale in a variety of places [REC]
- Providing accurate, detailed, and affordable maps and brochures [REC]

Resource Management
(11 questions + 1 overall)

- Balancing the multiple uses of public lands
- Balancing local and national priorities
- Maintaining the lands in healthy condition
- Protecting the natural and cultural resources on public lands
- Managing permitted operations on public lands
- Considering the social and economic effects of land management decisions on industries, communities, and individuals
- Managing riparian and wetland areas
- Controlling weed infestation [GRAZING]
- Condition of BLM recreation areas [REC]
- Condition of BLM recreation facilities [REC]
- Providing a quality recreation experience [REC]

Regulations, Policies, and Guidance
(7 questions + 1 overall)

- Having clear, understandable, and reasonable regulations, policies, and guidance
- Enforcing regulations and policies fairly, consistently, and equitably
- Interpreting regulations consistently
- Involving you in the development of regulations, policies, and guidance
- Implementing guidelines for livestock grazing [GRAZING]
- Explaining the communication site regulations and fees [ROW]
- Explaining the fee calculation [ROW]

There are 44 possible questions on the BLM Use Authorization survey.

**Cases include permits for Grazing and Recreation, permit applications for Oil and Gas, grants for Right-of-Way and proposals for Realty Management.*

Completed Interviews by Customer Segment by State

Customer Segments	AK	AZ	CA	CO	East	ID	MT	NM	NV	OR	UT	WY	Total
Grazing Permits						110	127	107				118	462
Right-of-Way Grants	46	61						107	92				306
Realty Management Proposals	80		36			34				30			180
Oil and Gas Permit Applications				39	43		84					65	231
Recreational Permits			102	111						113	116		442

Grazing Permit Customers

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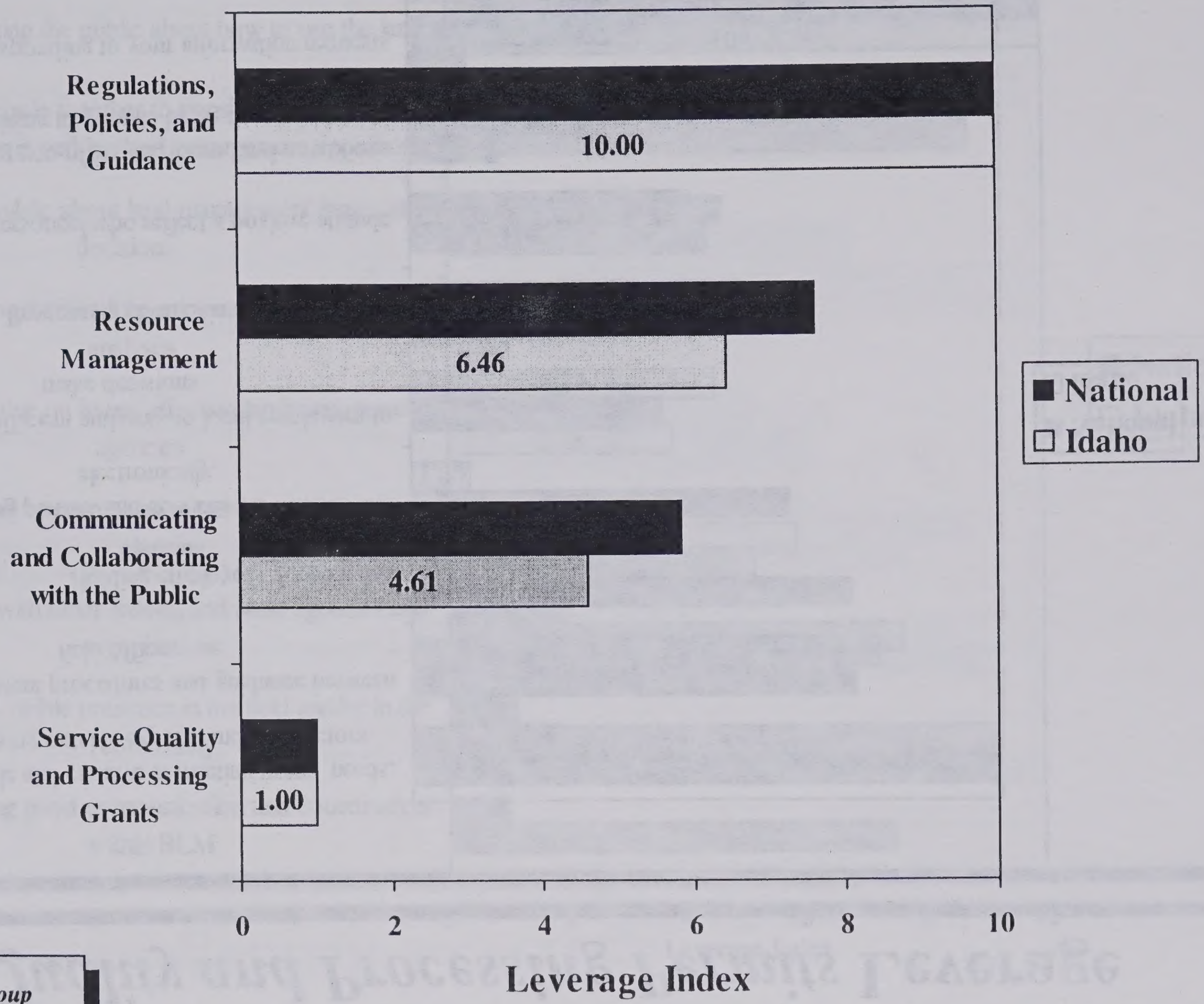

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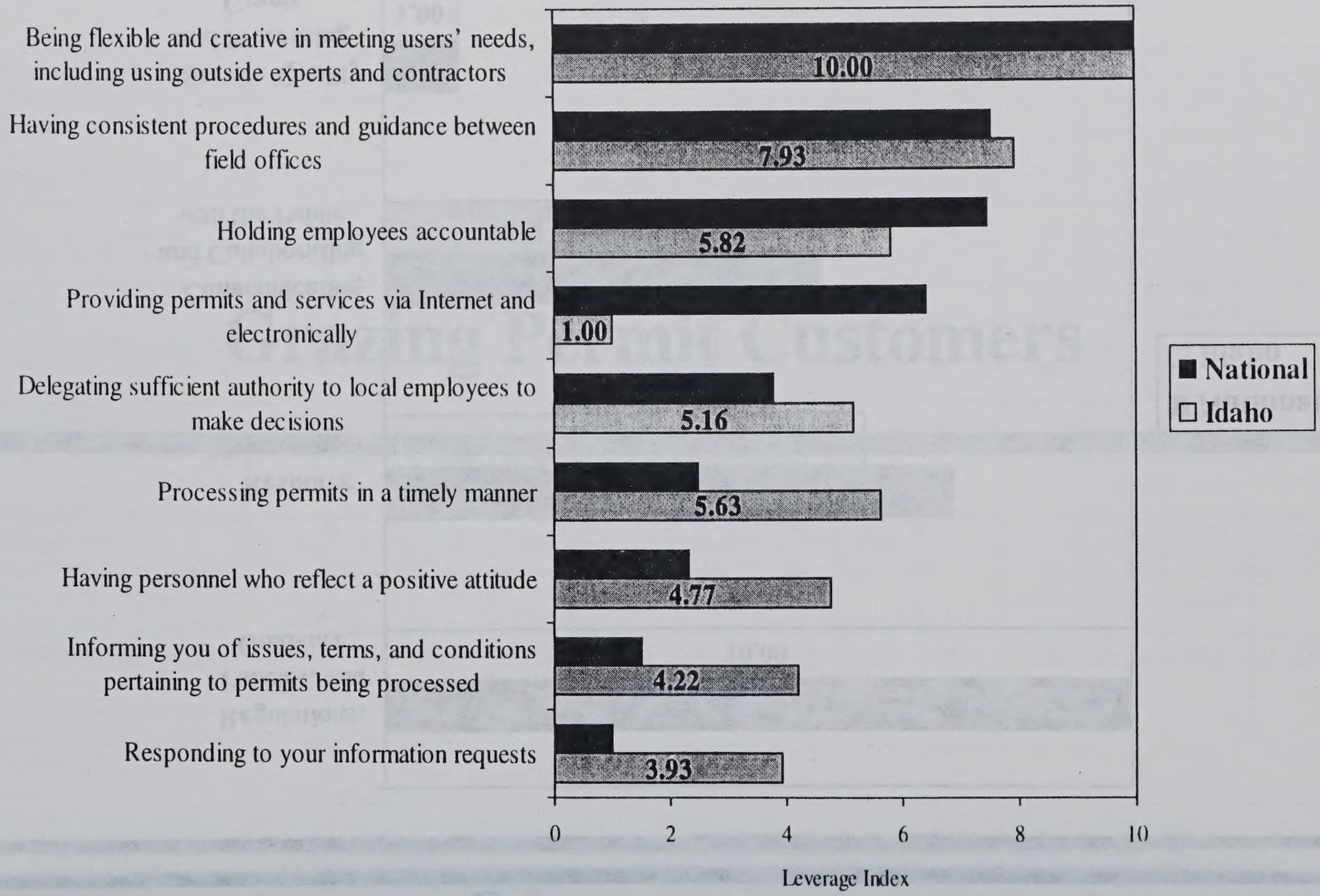
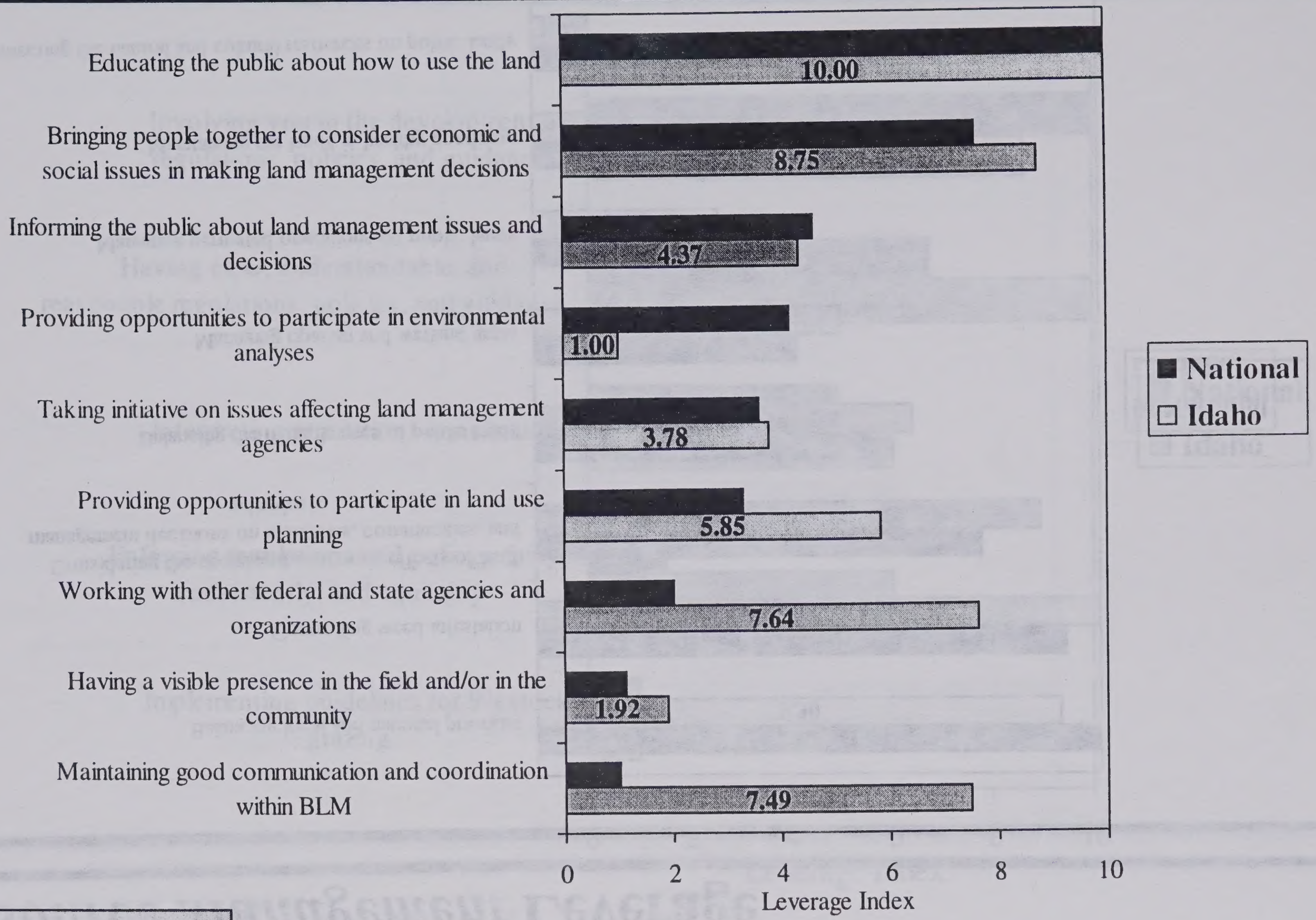


Communicating and Collaborating with the Public Leverage



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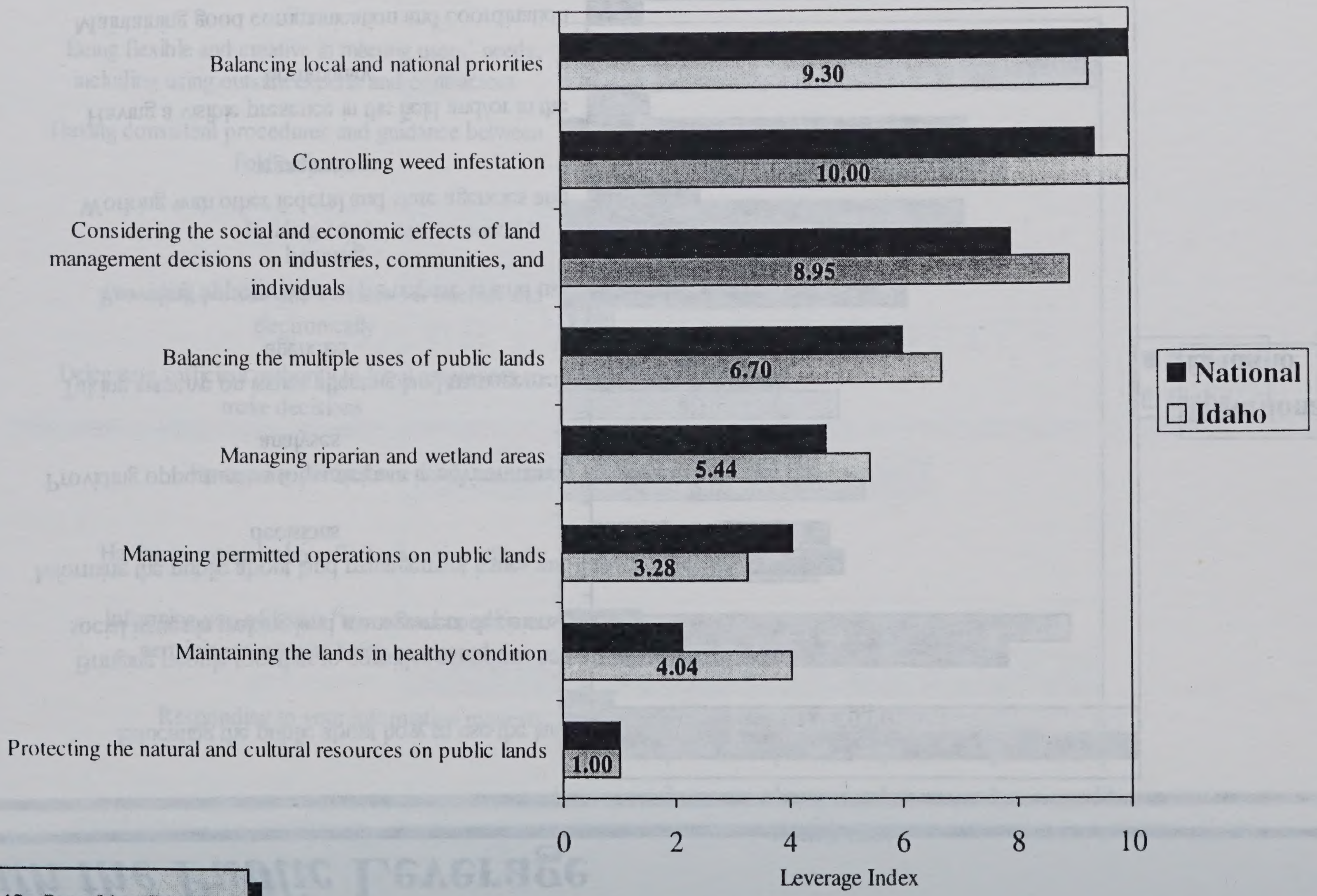

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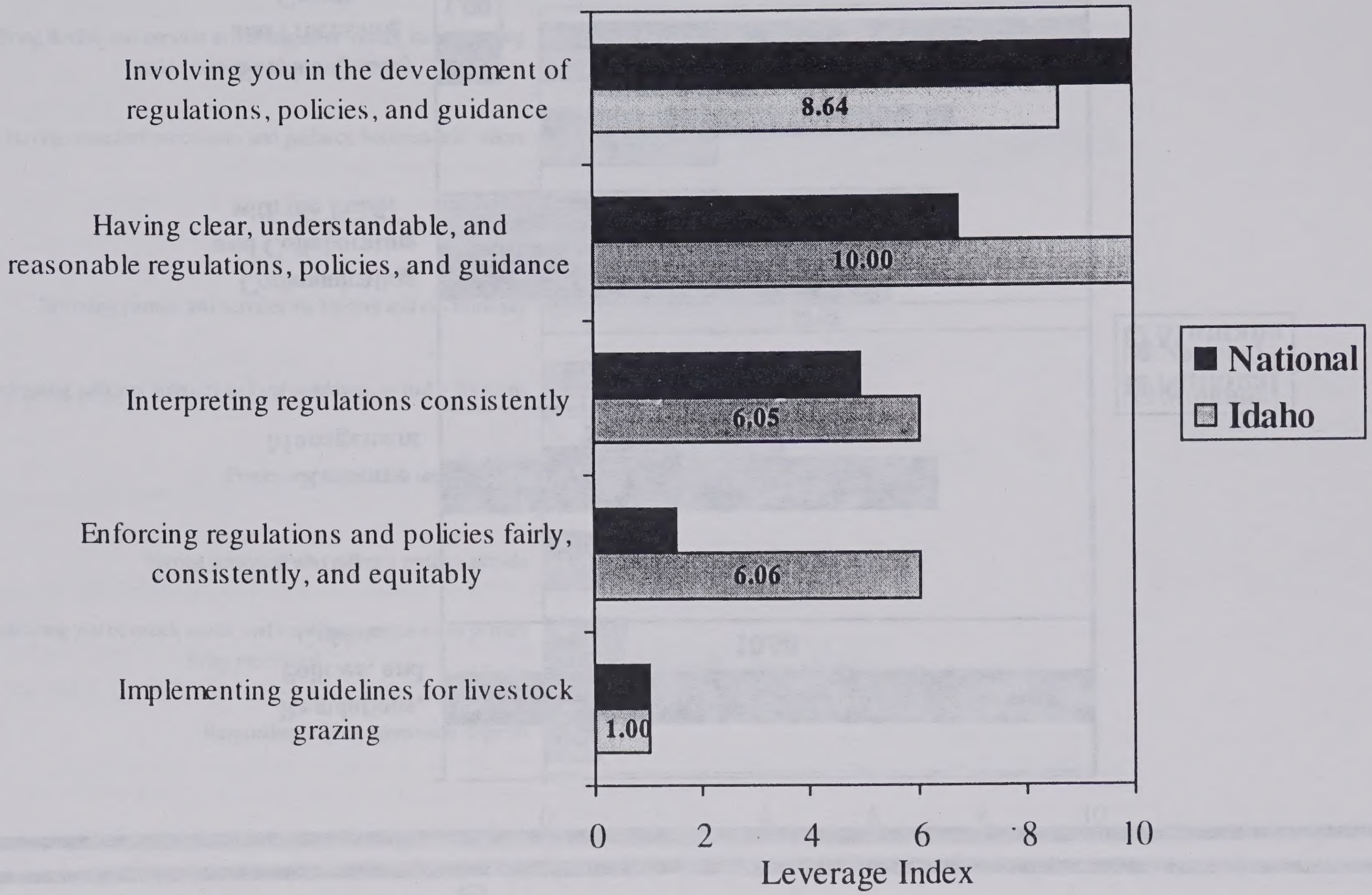

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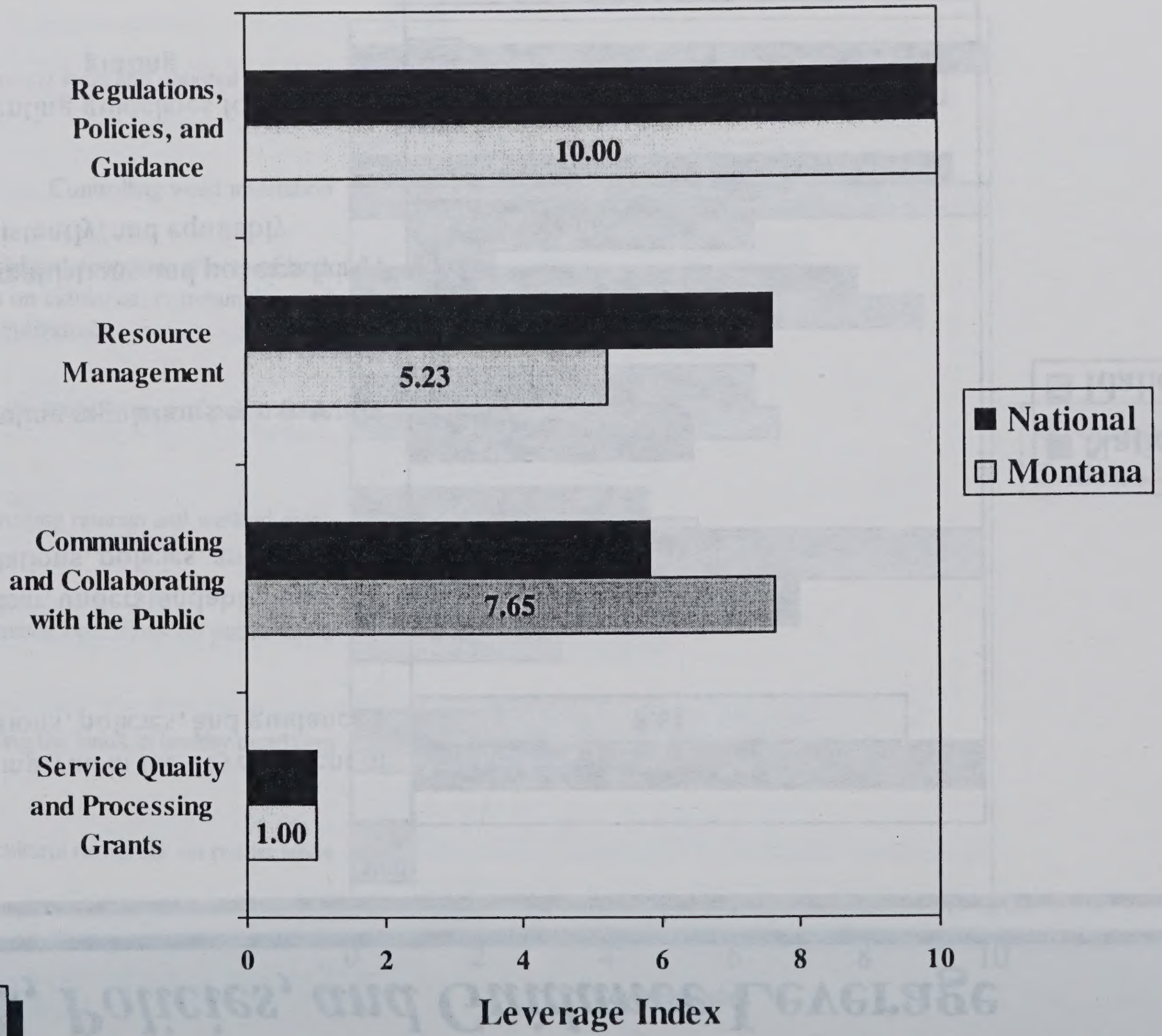

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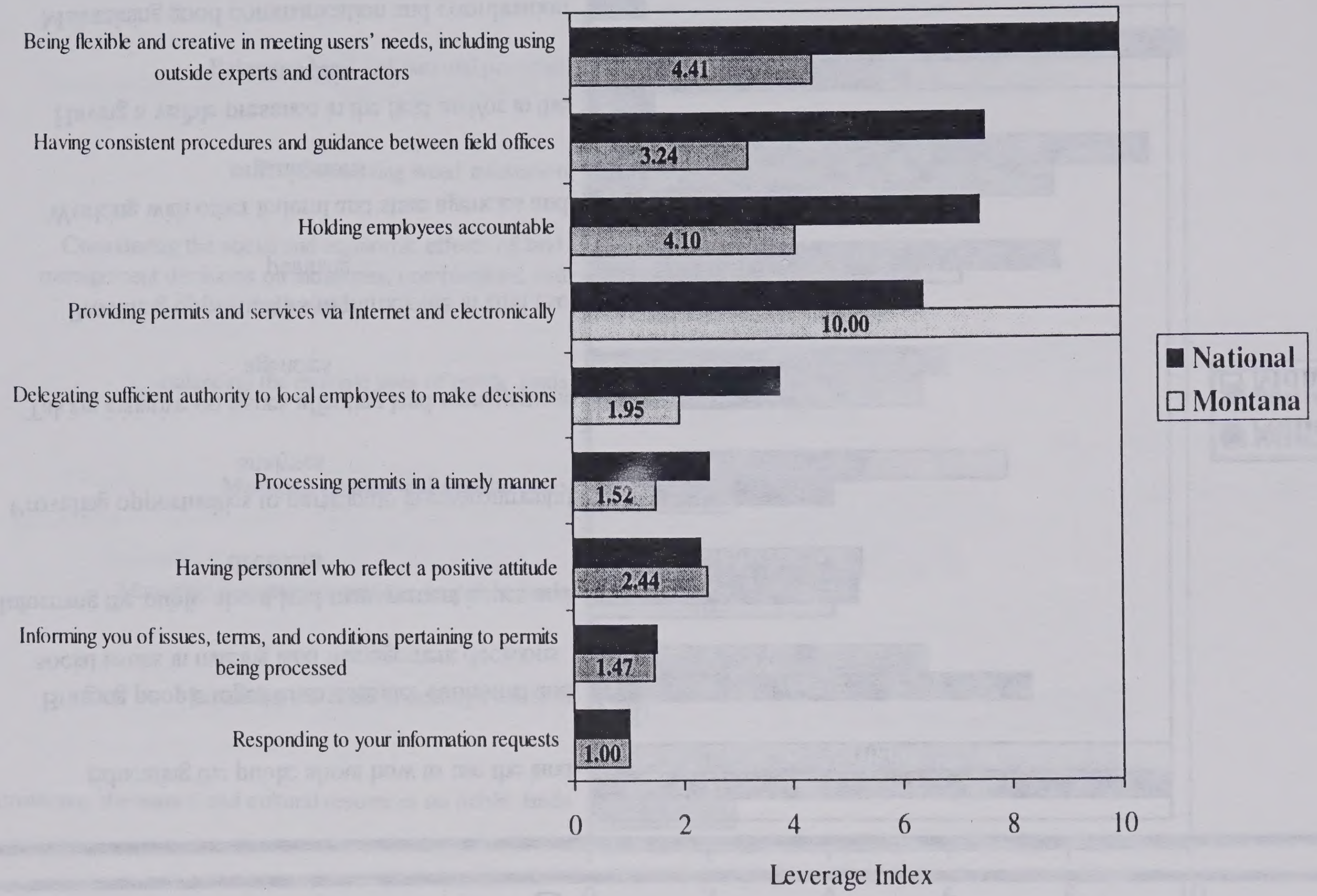

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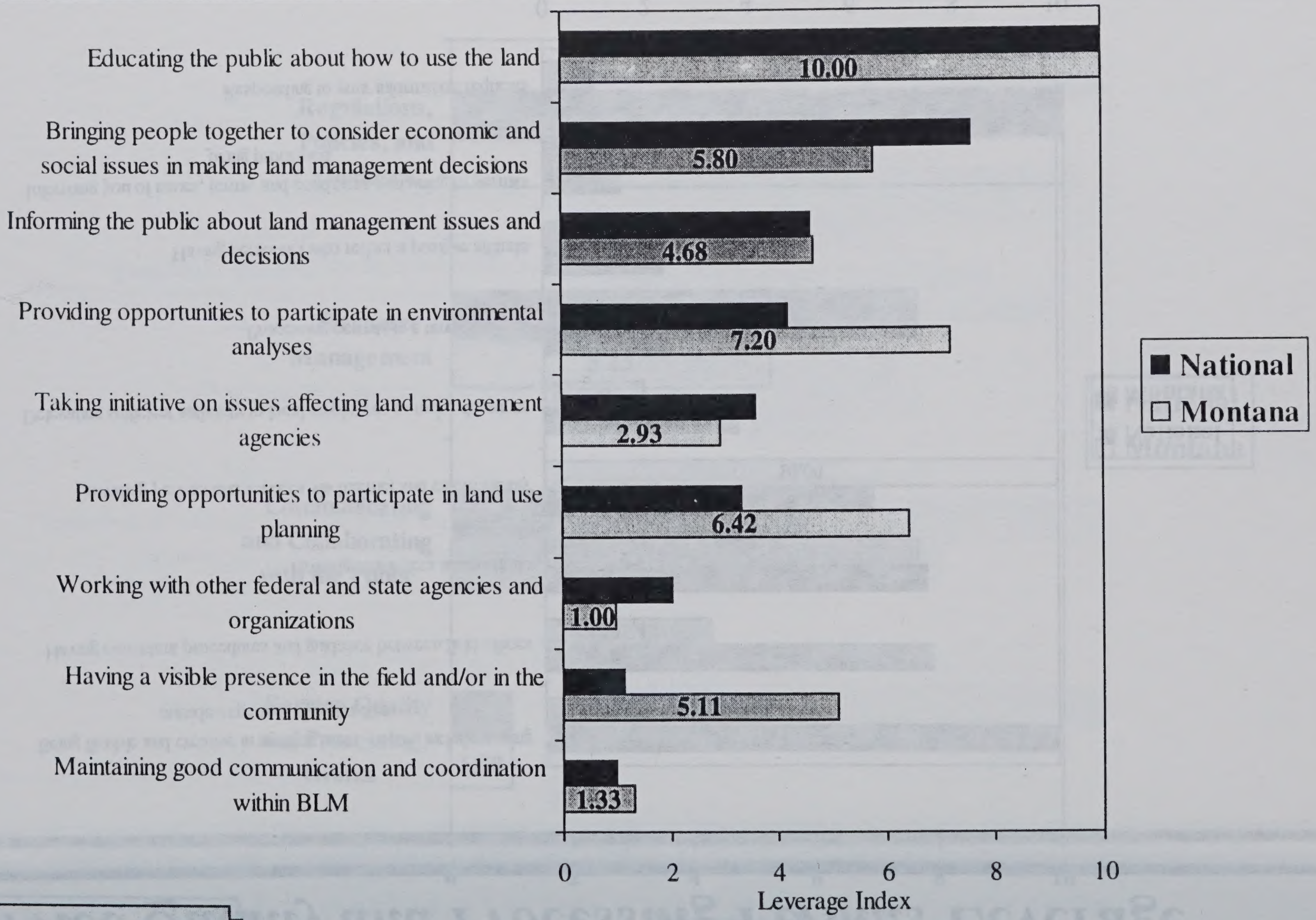
Communicating and Collaborating with the Public Leverage



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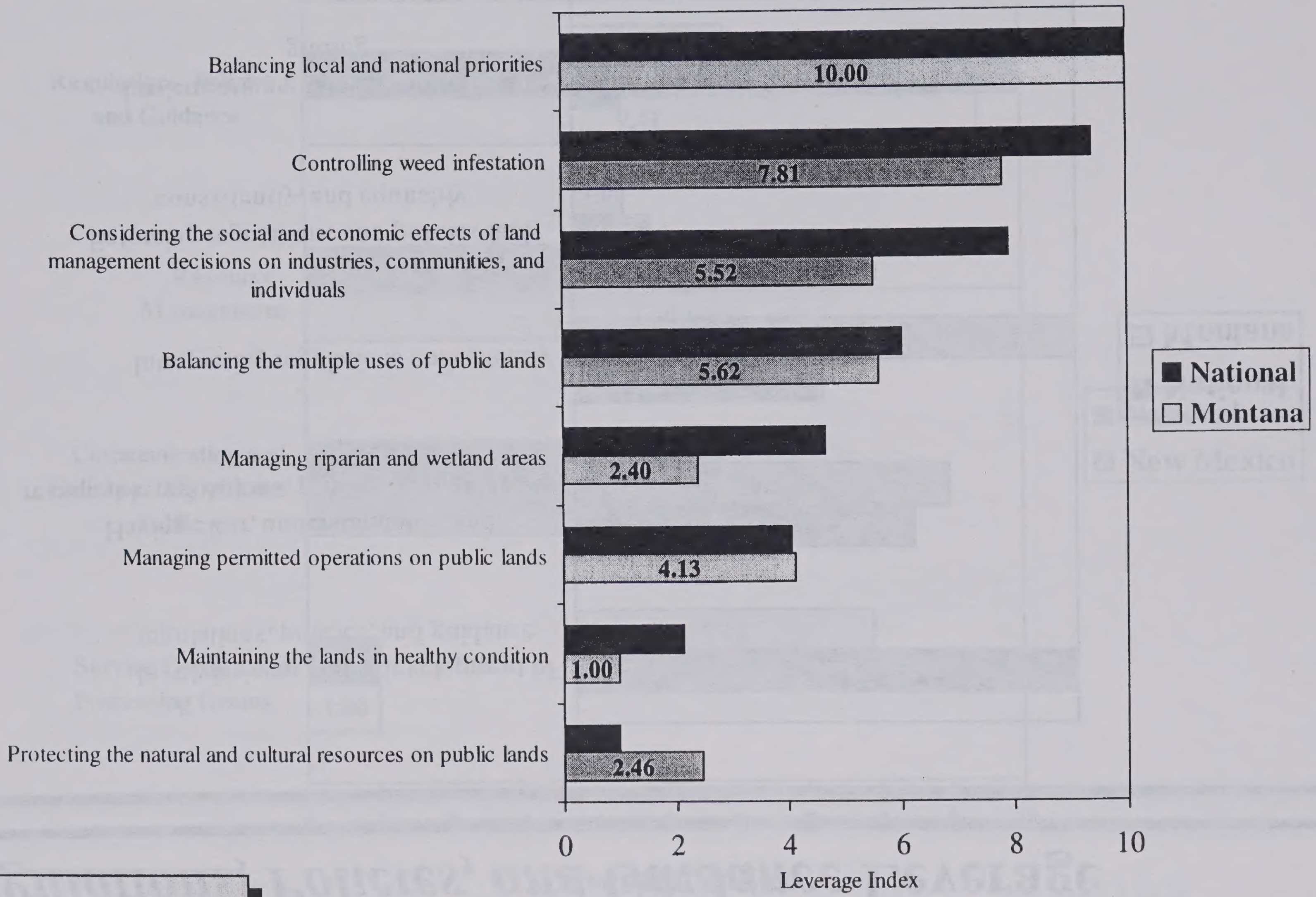

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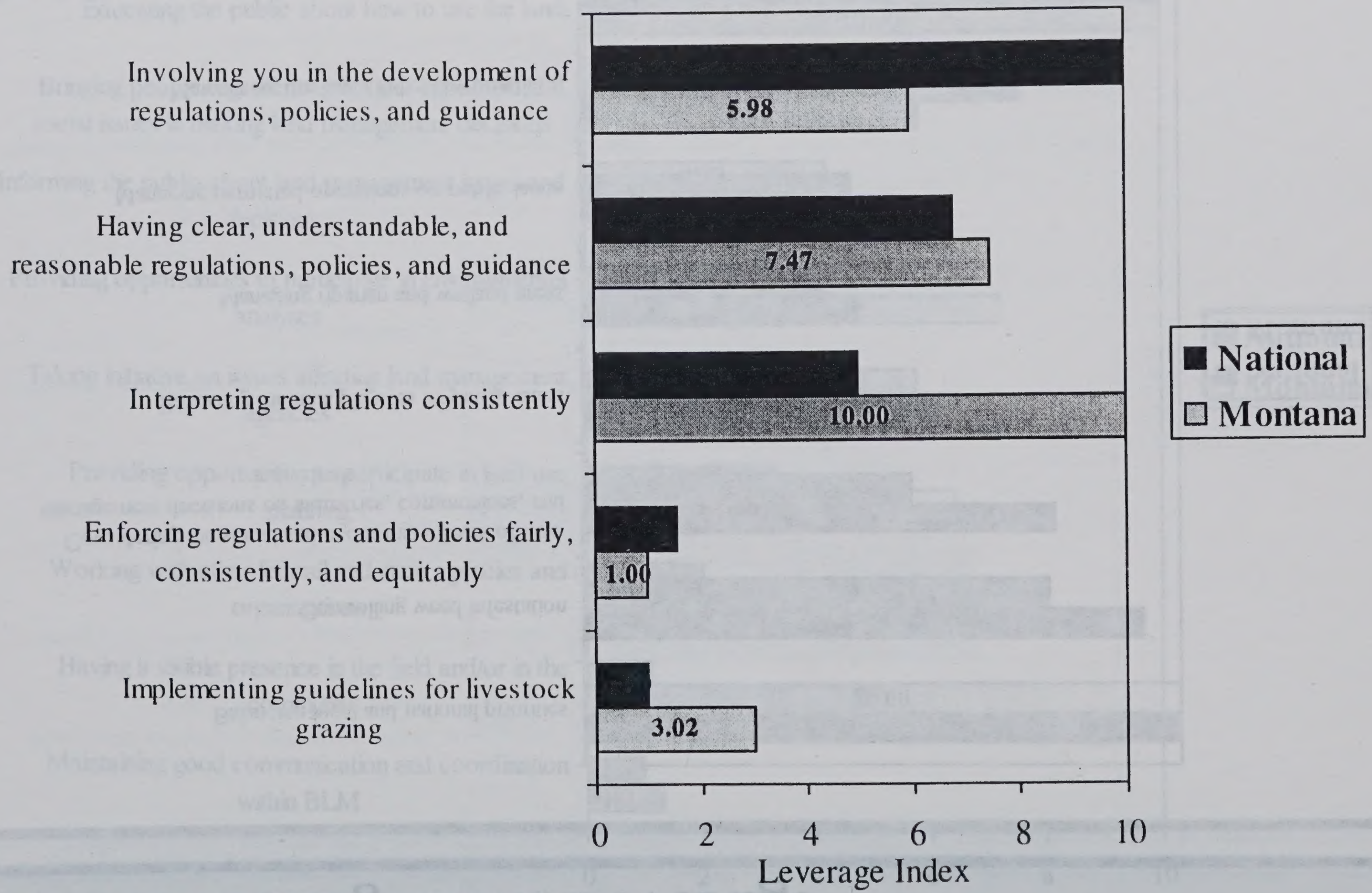

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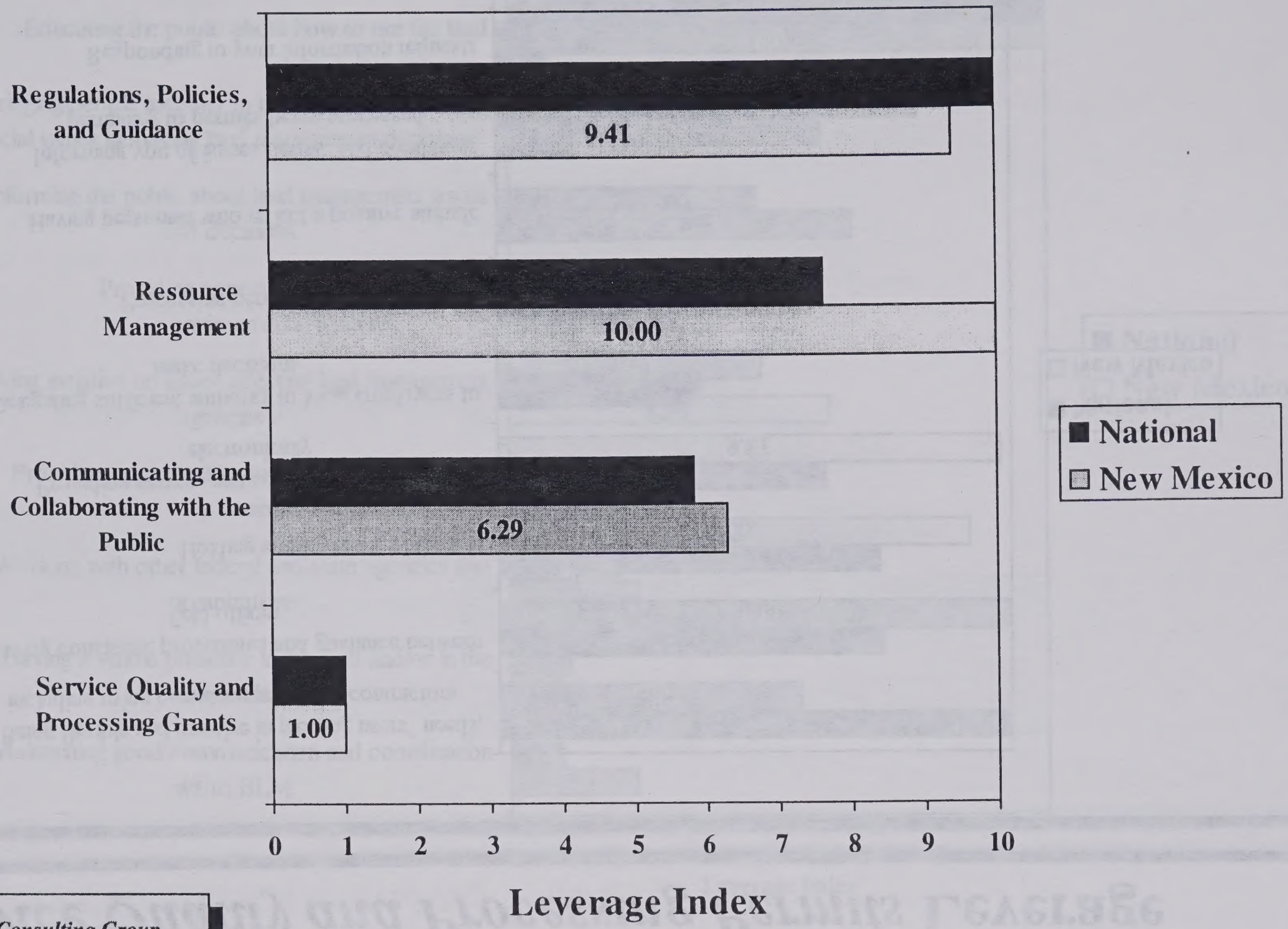

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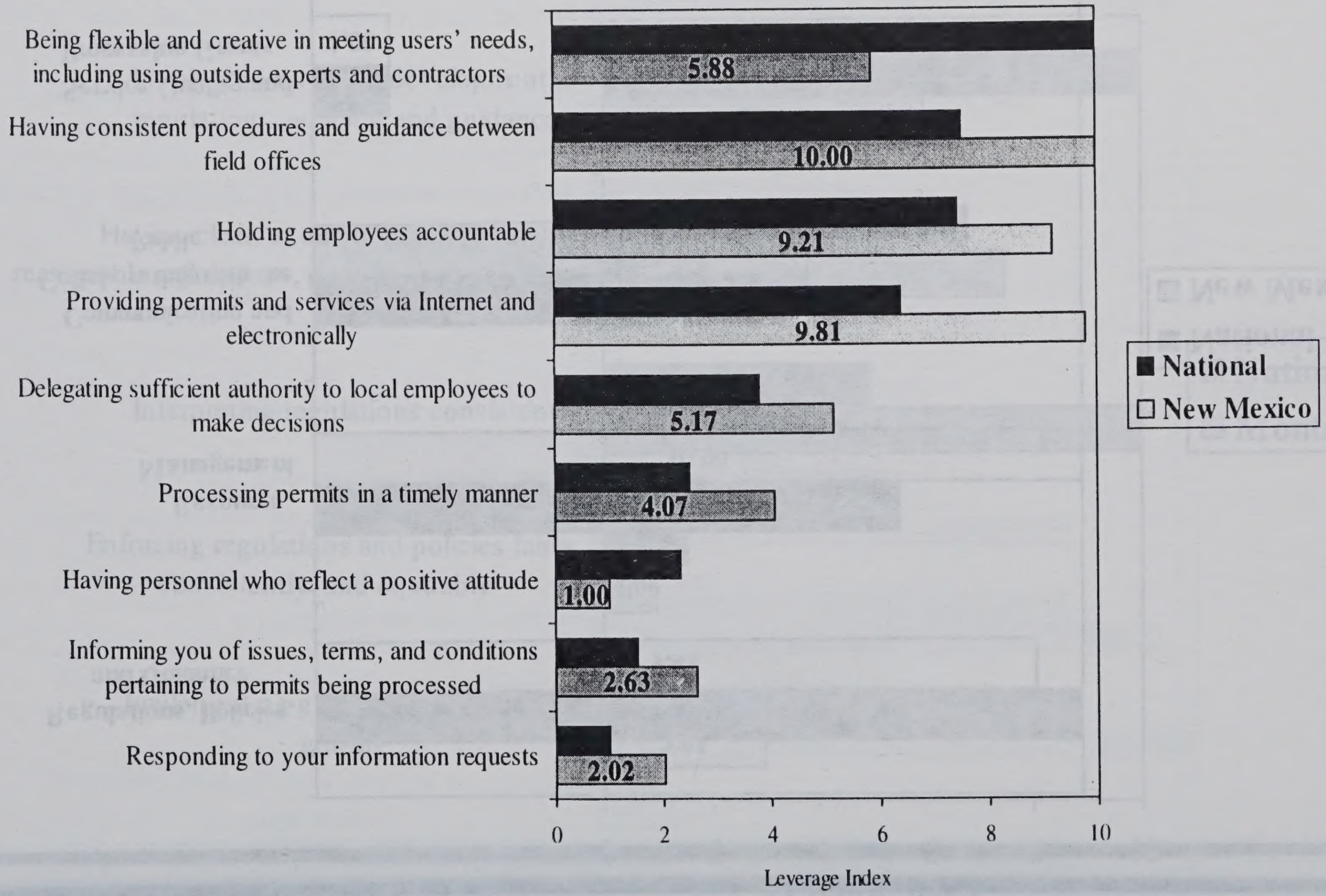

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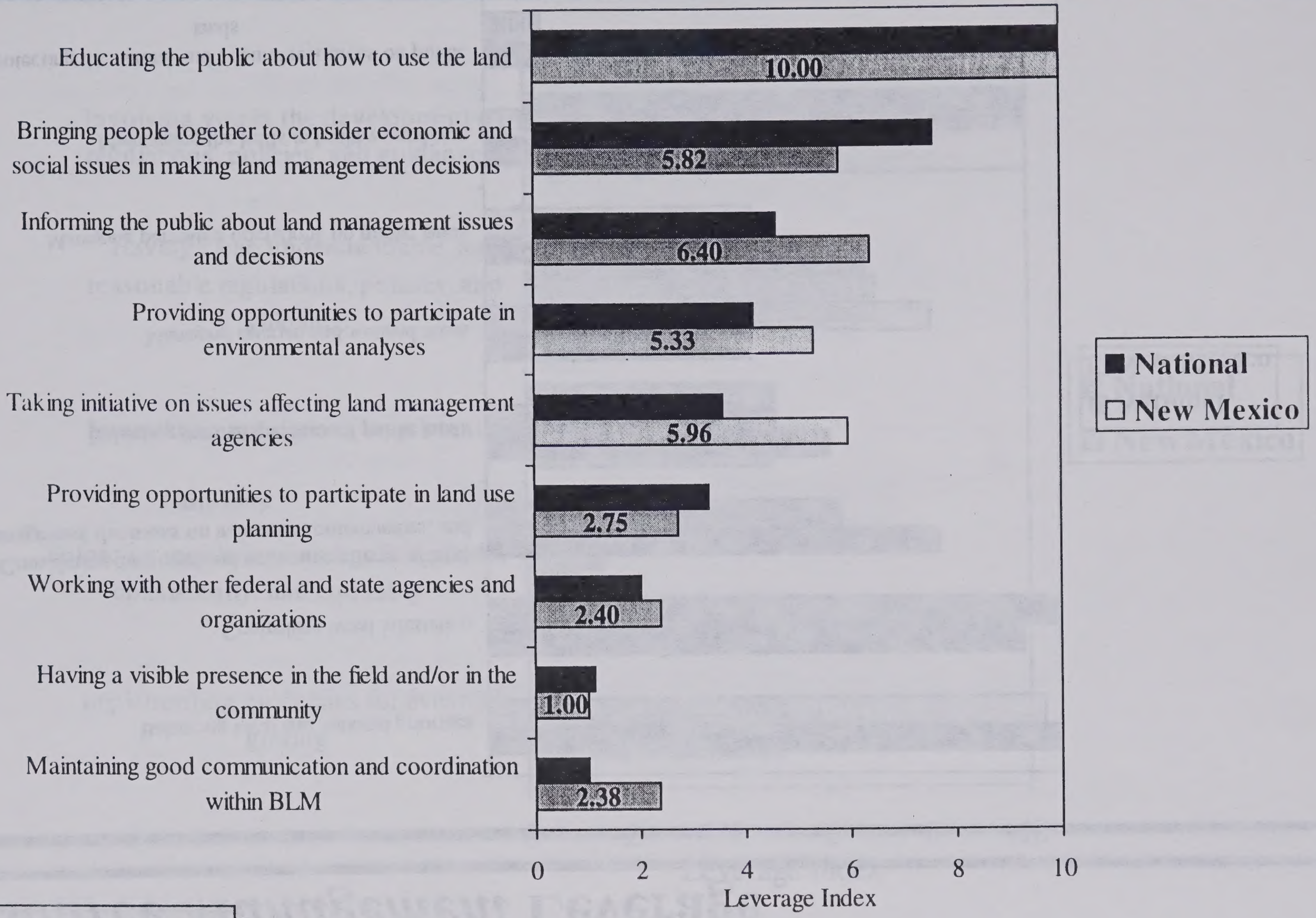

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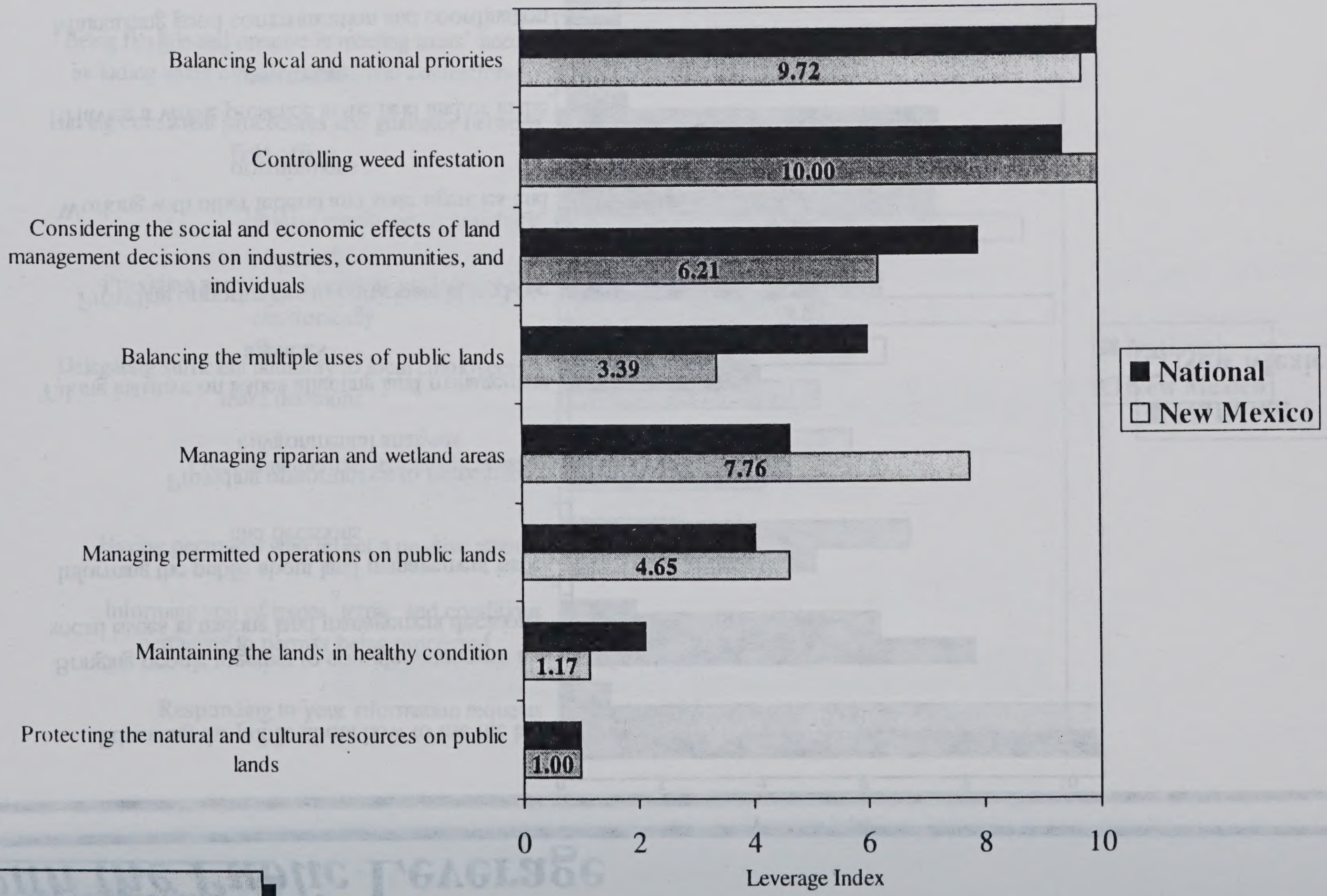

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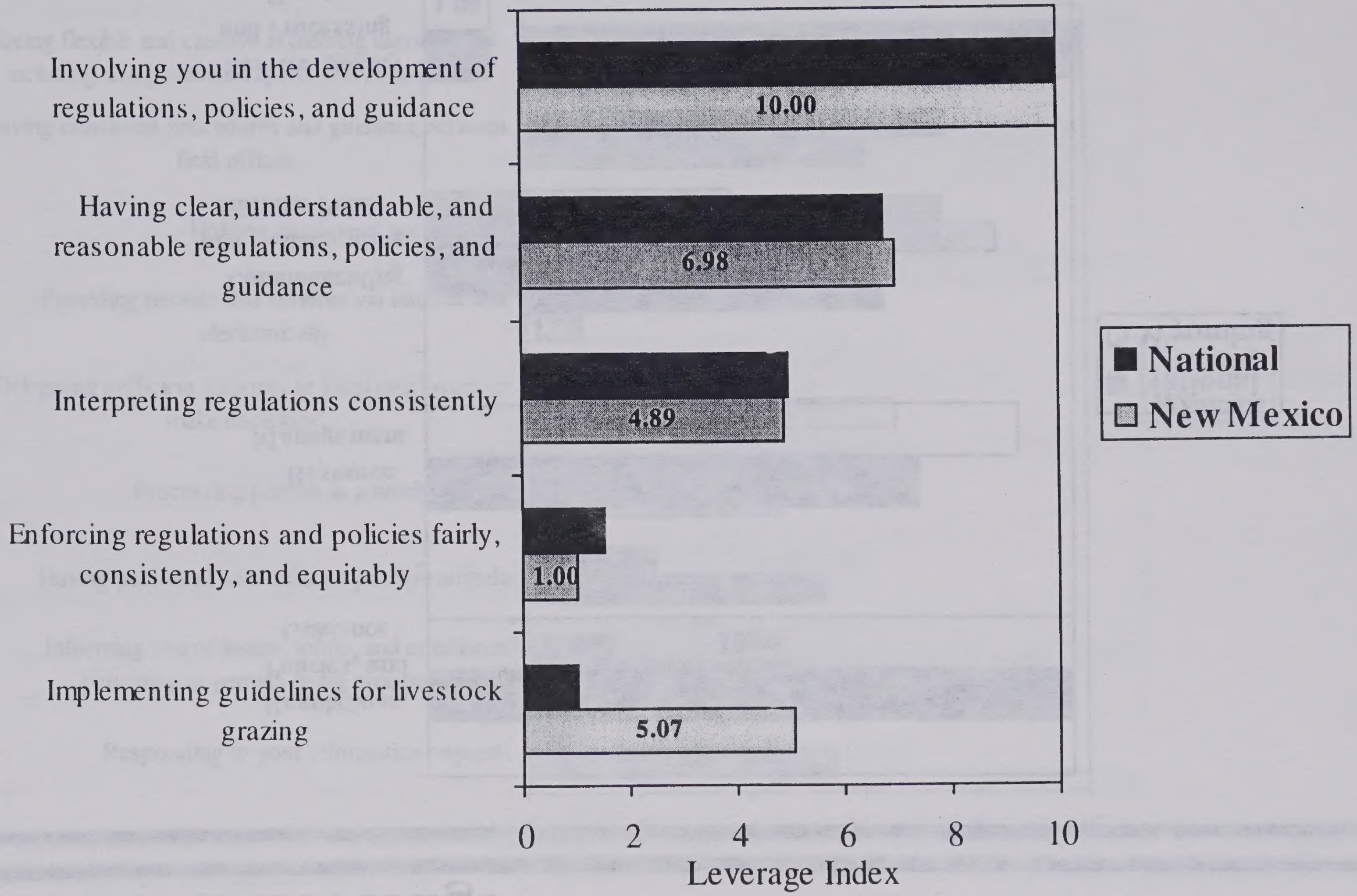

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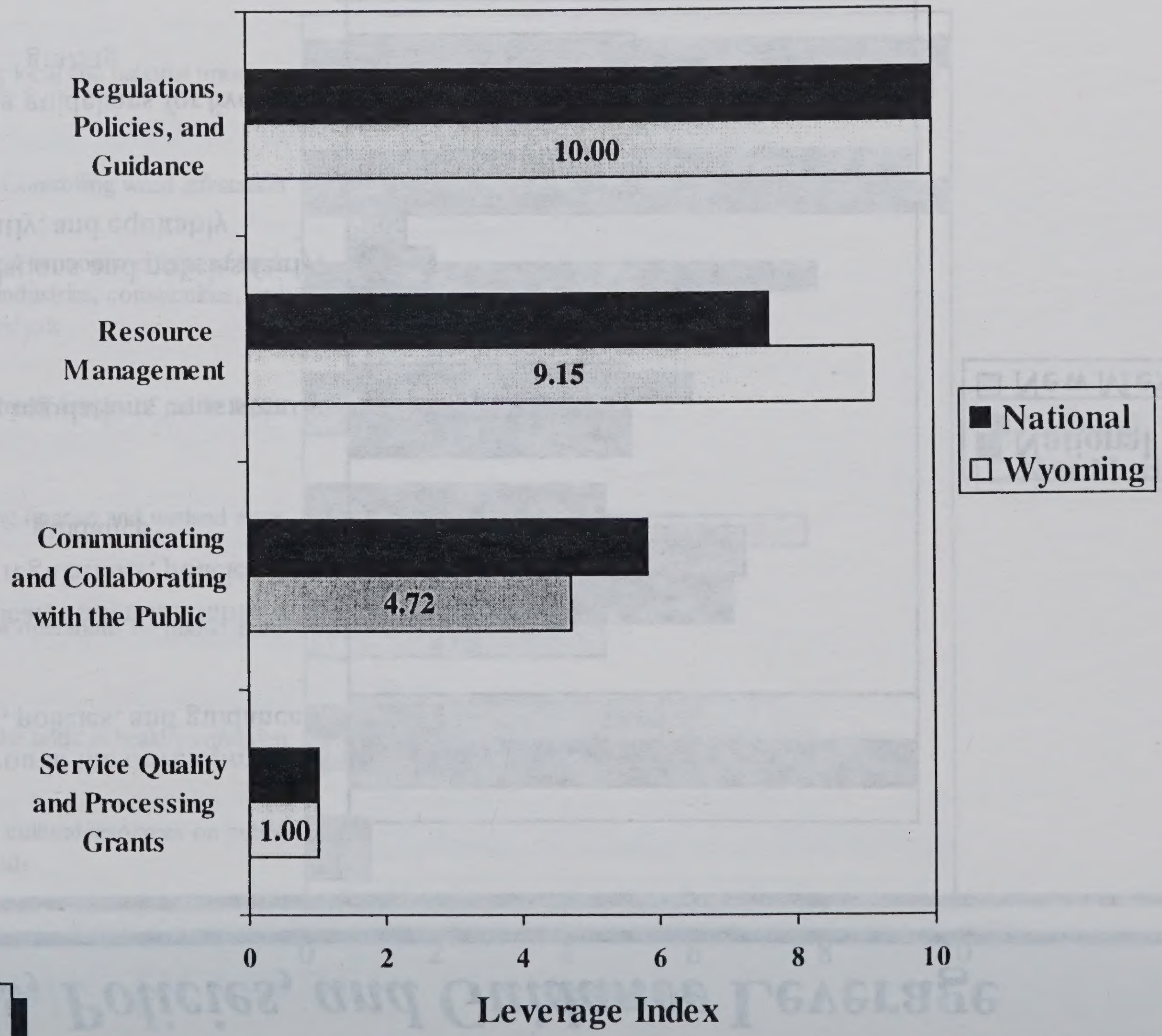

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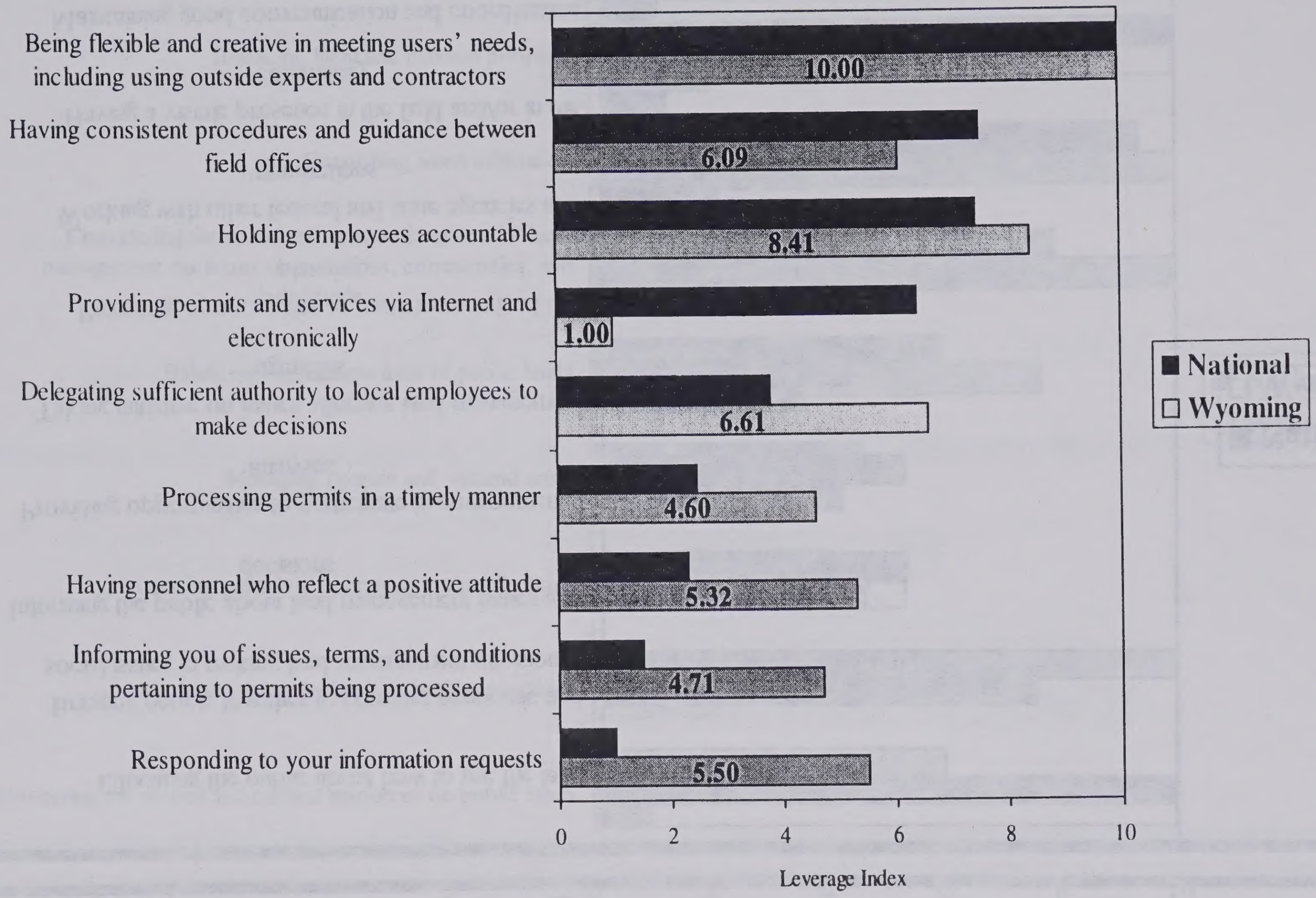

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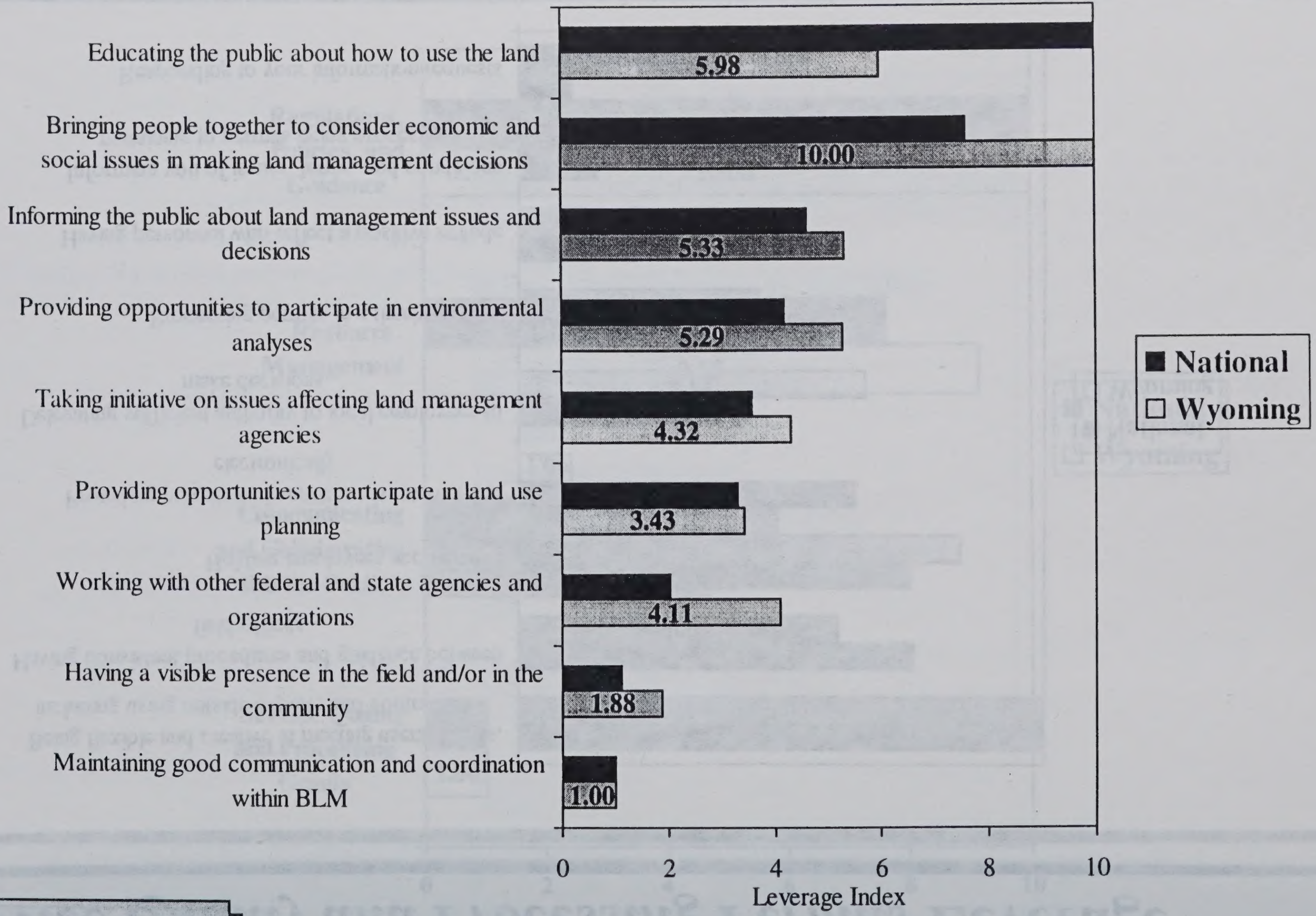

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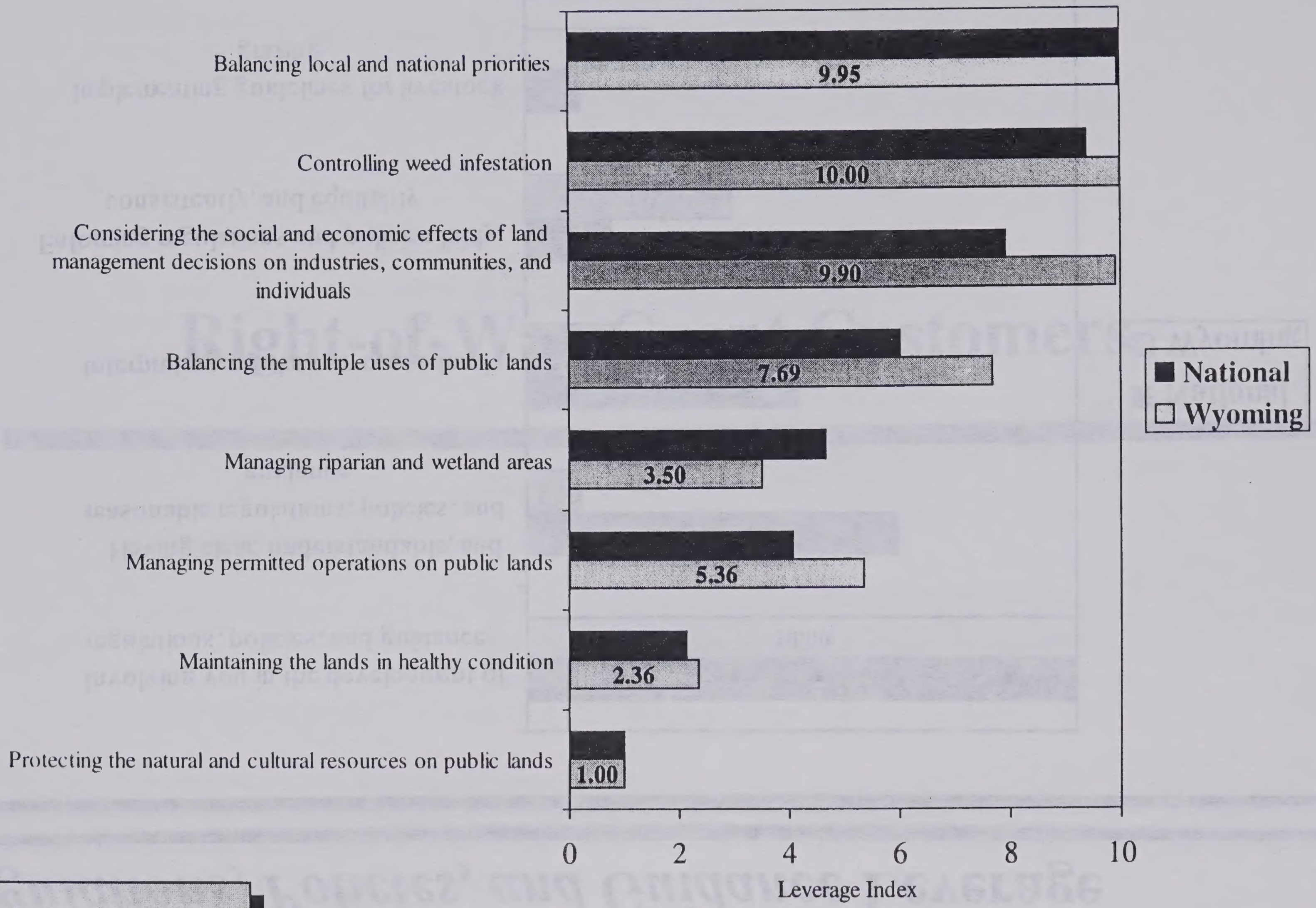

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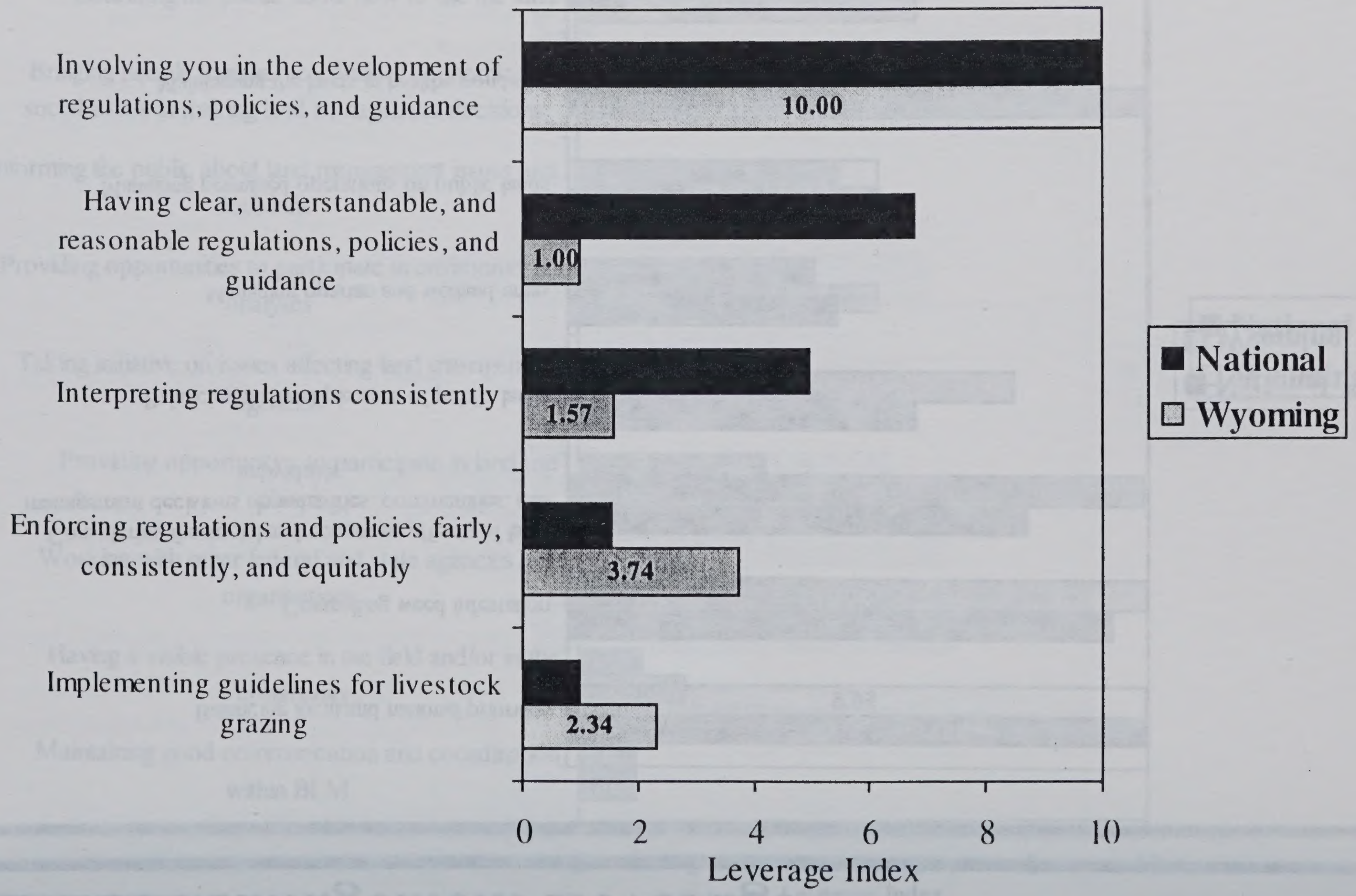

Right-of-Way Grant Customers

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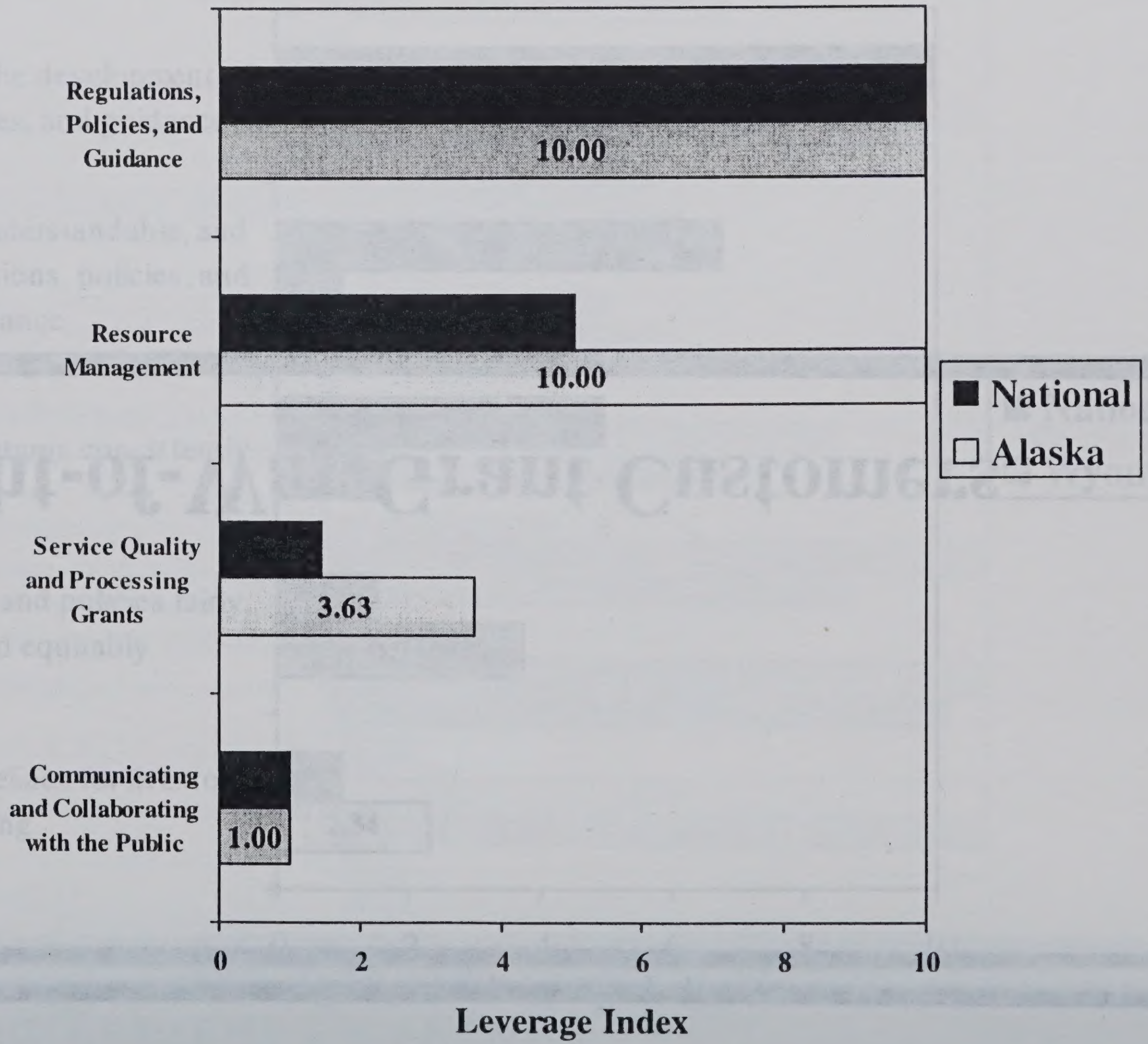

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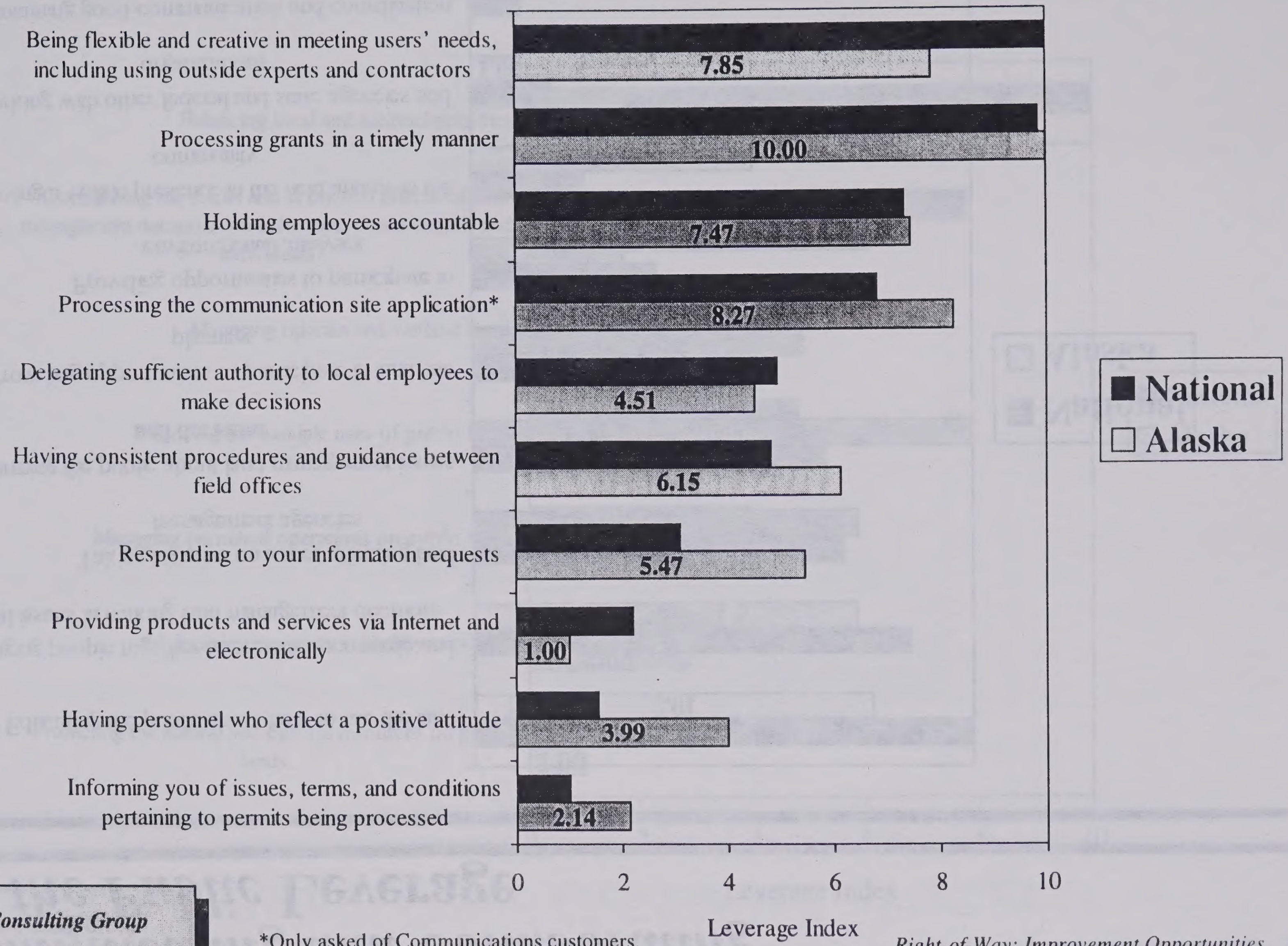

*Only asked of Communications customers.

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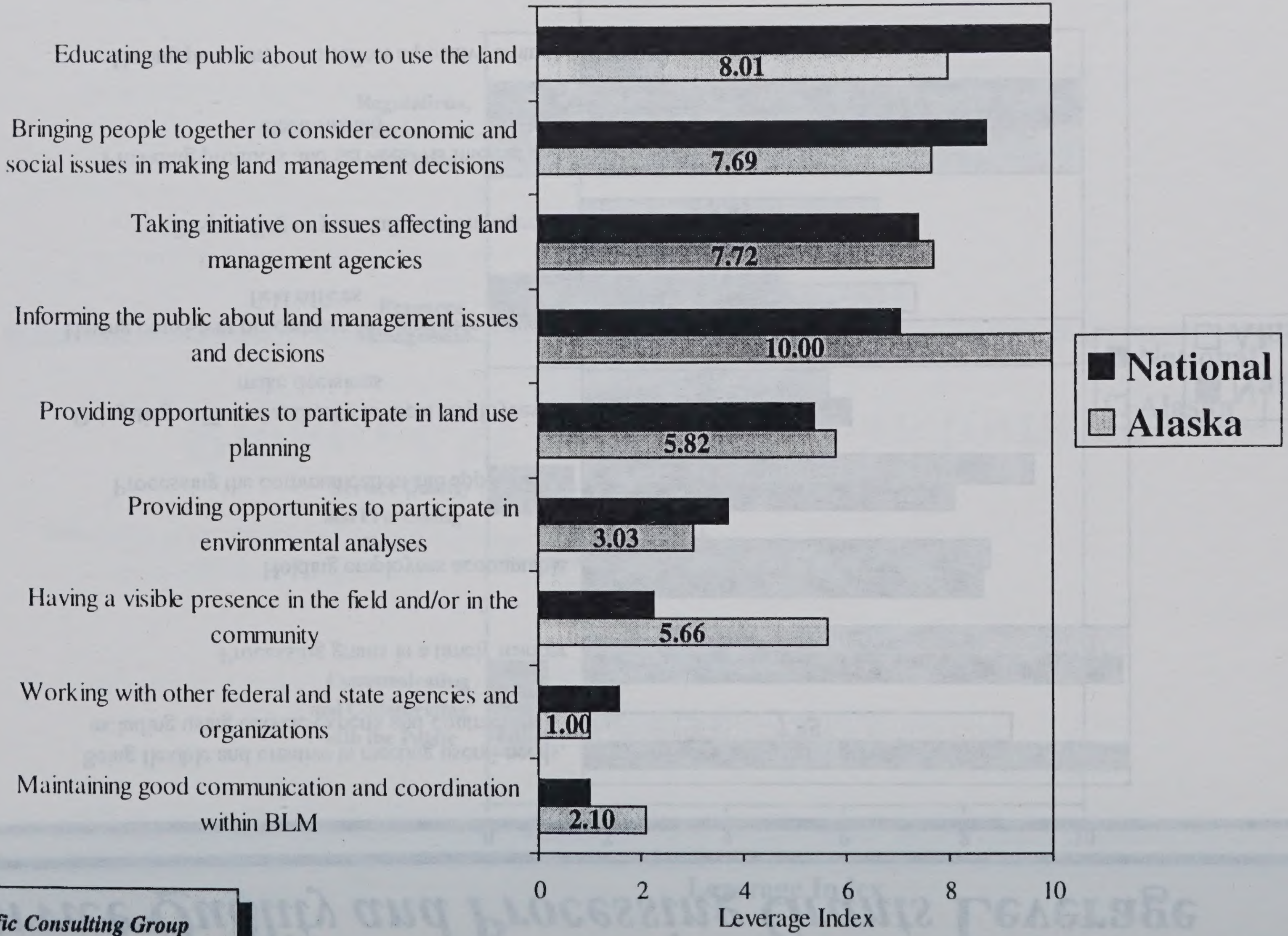

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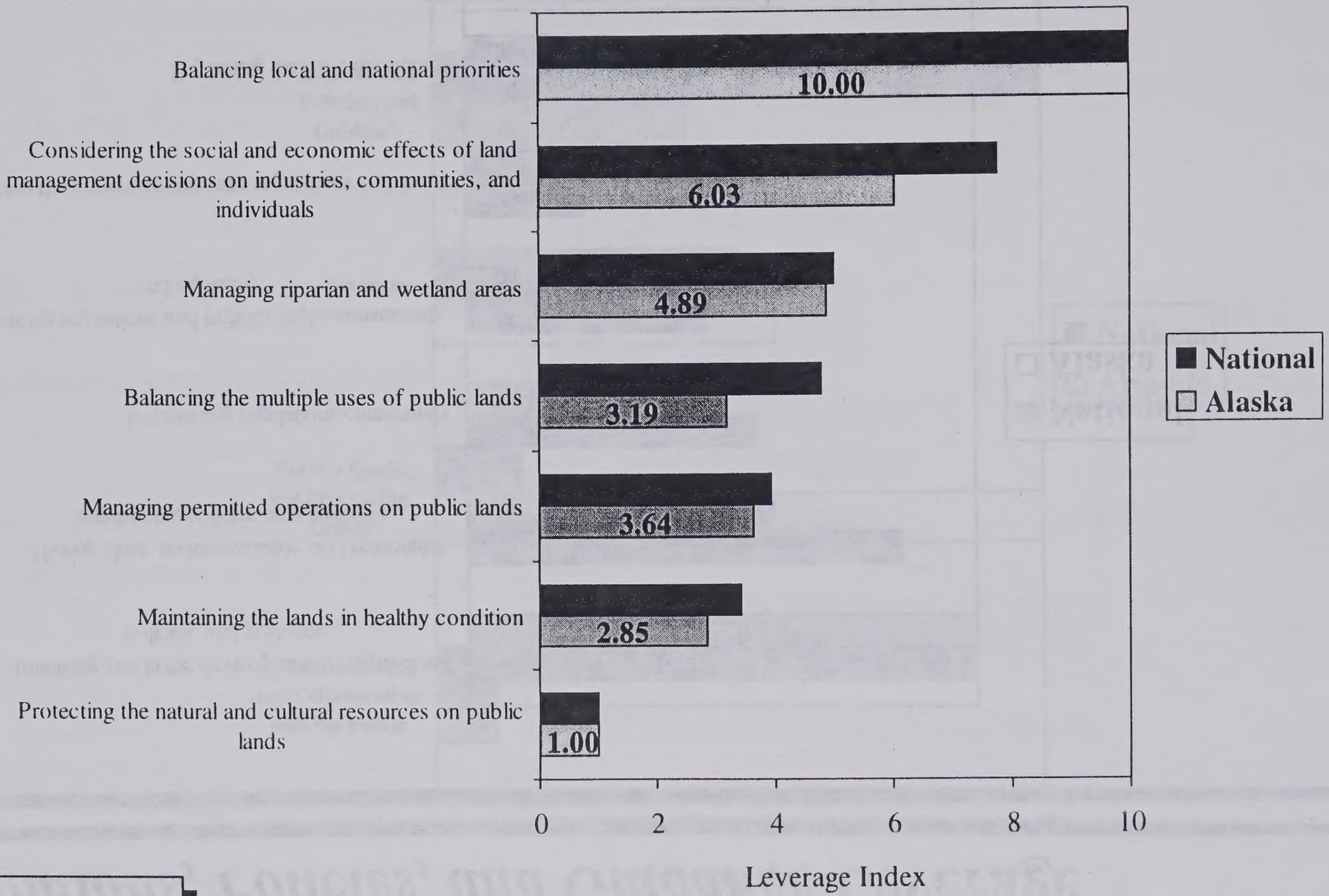

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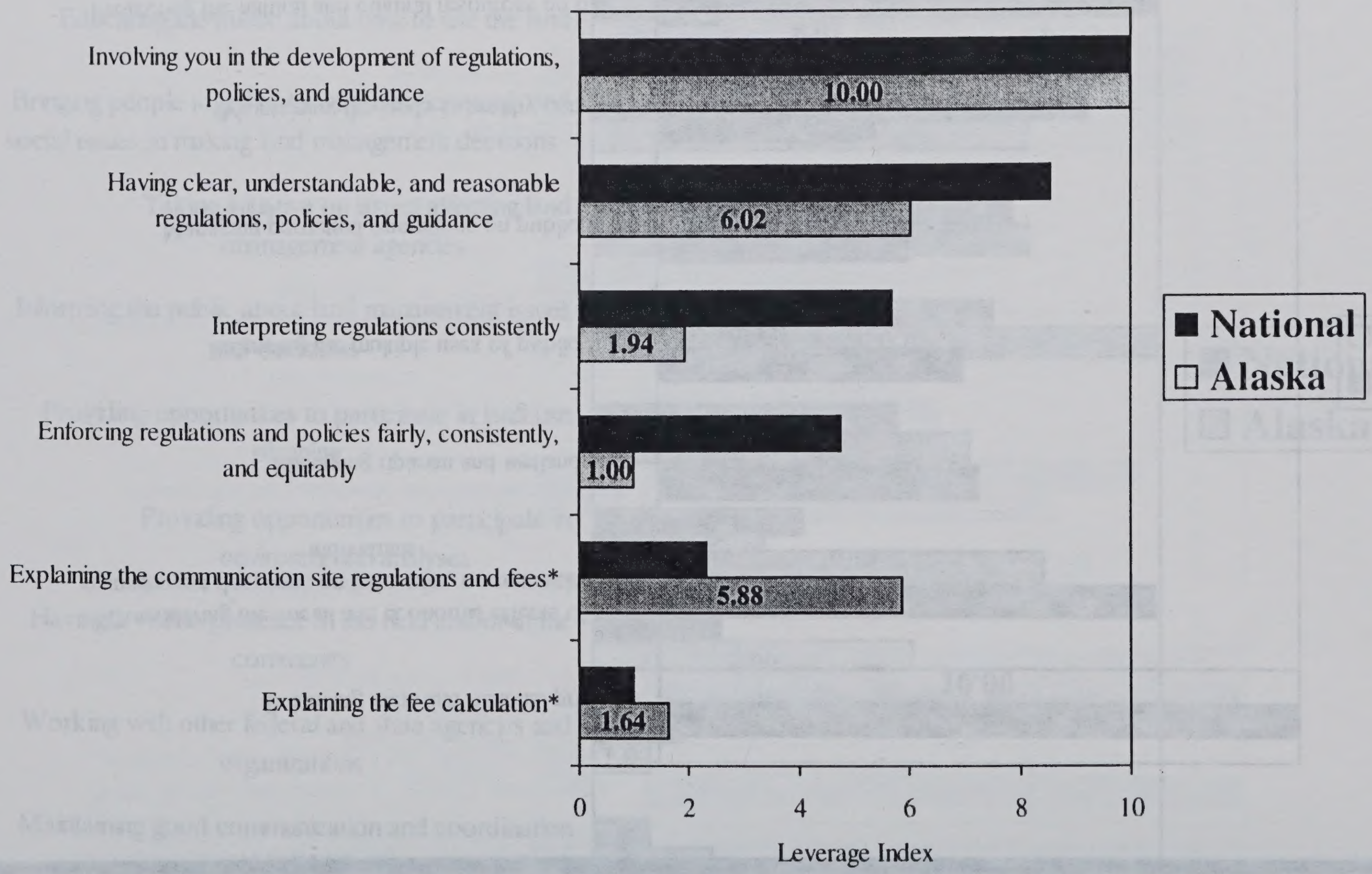

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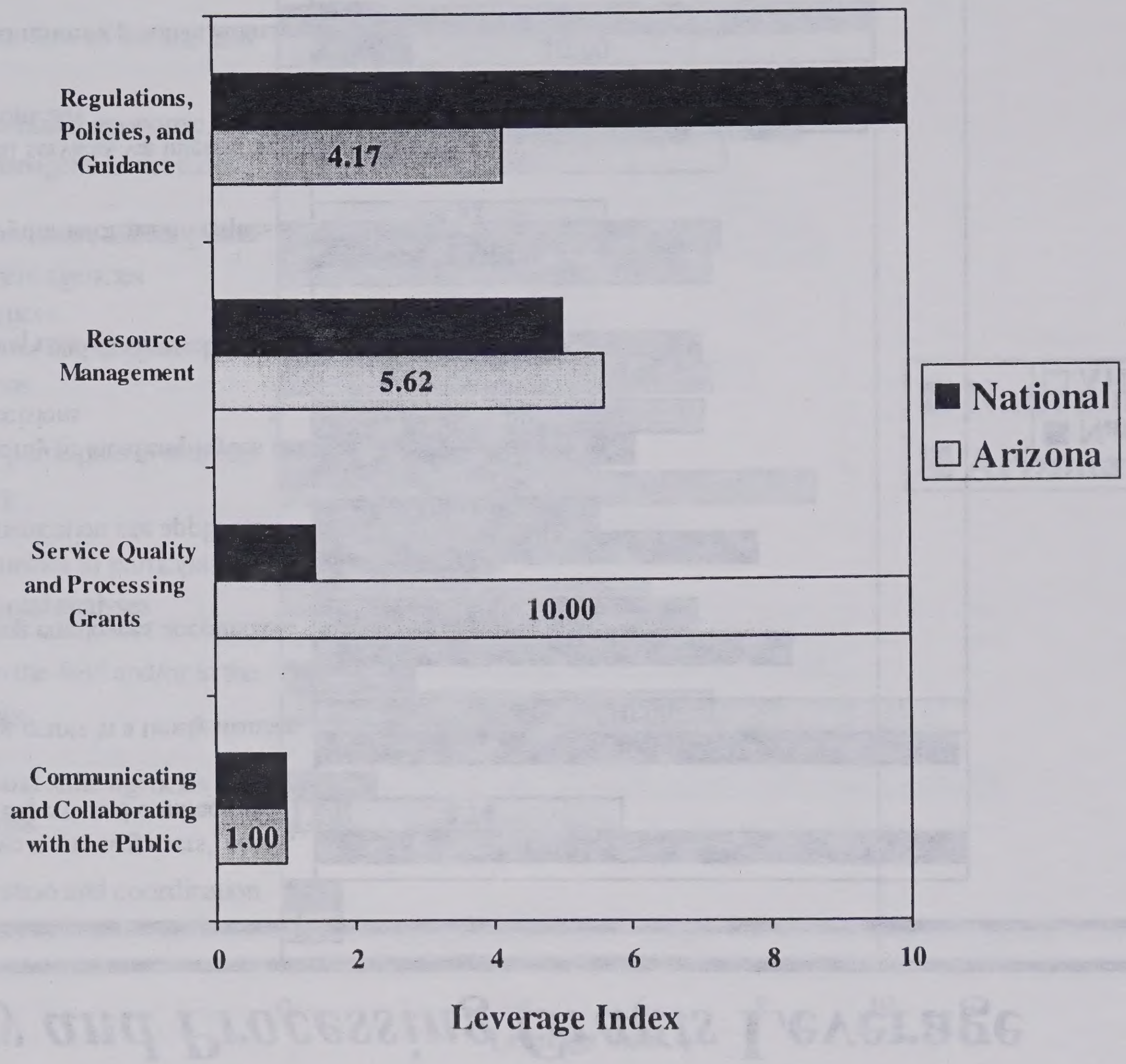

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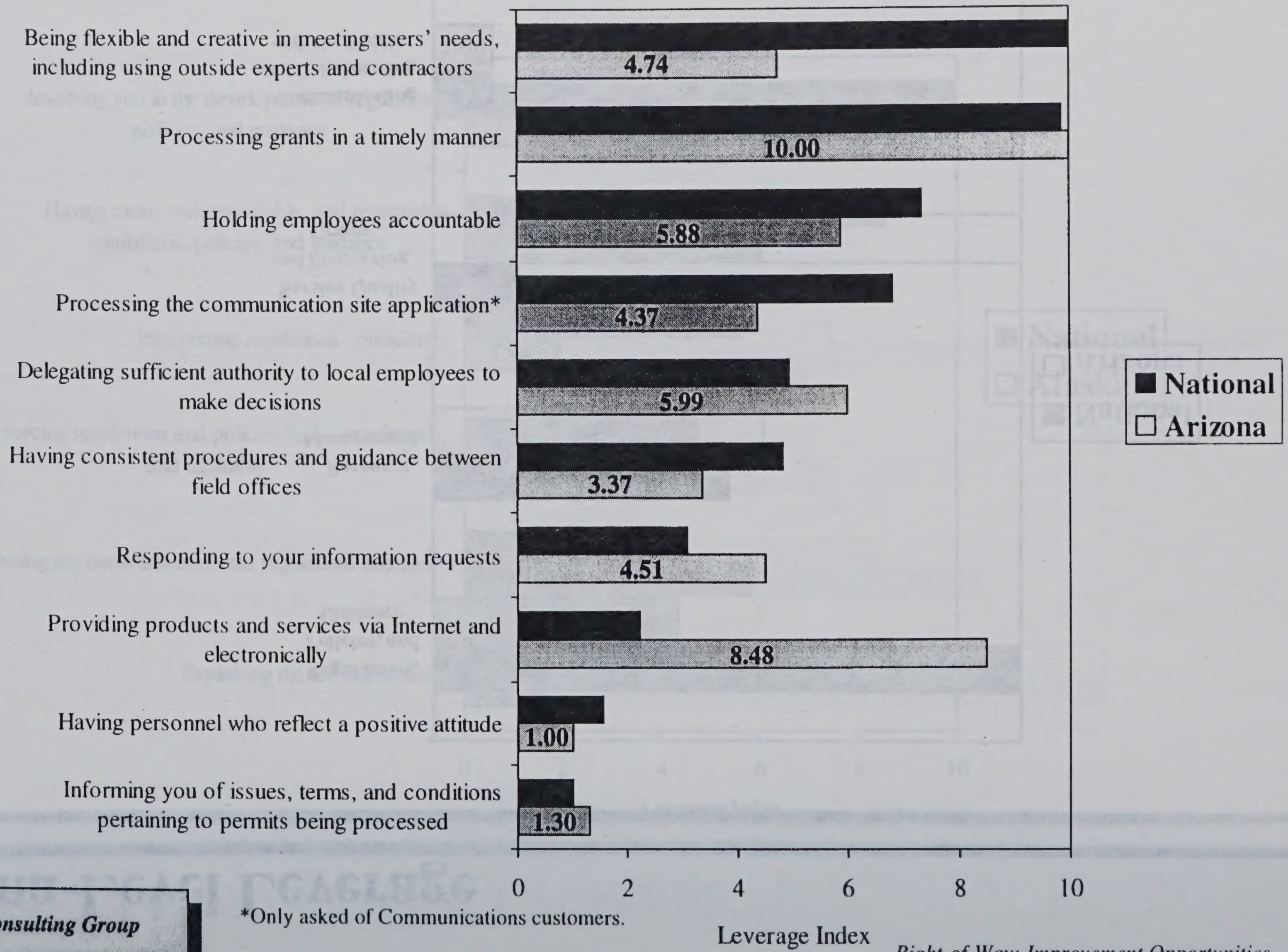

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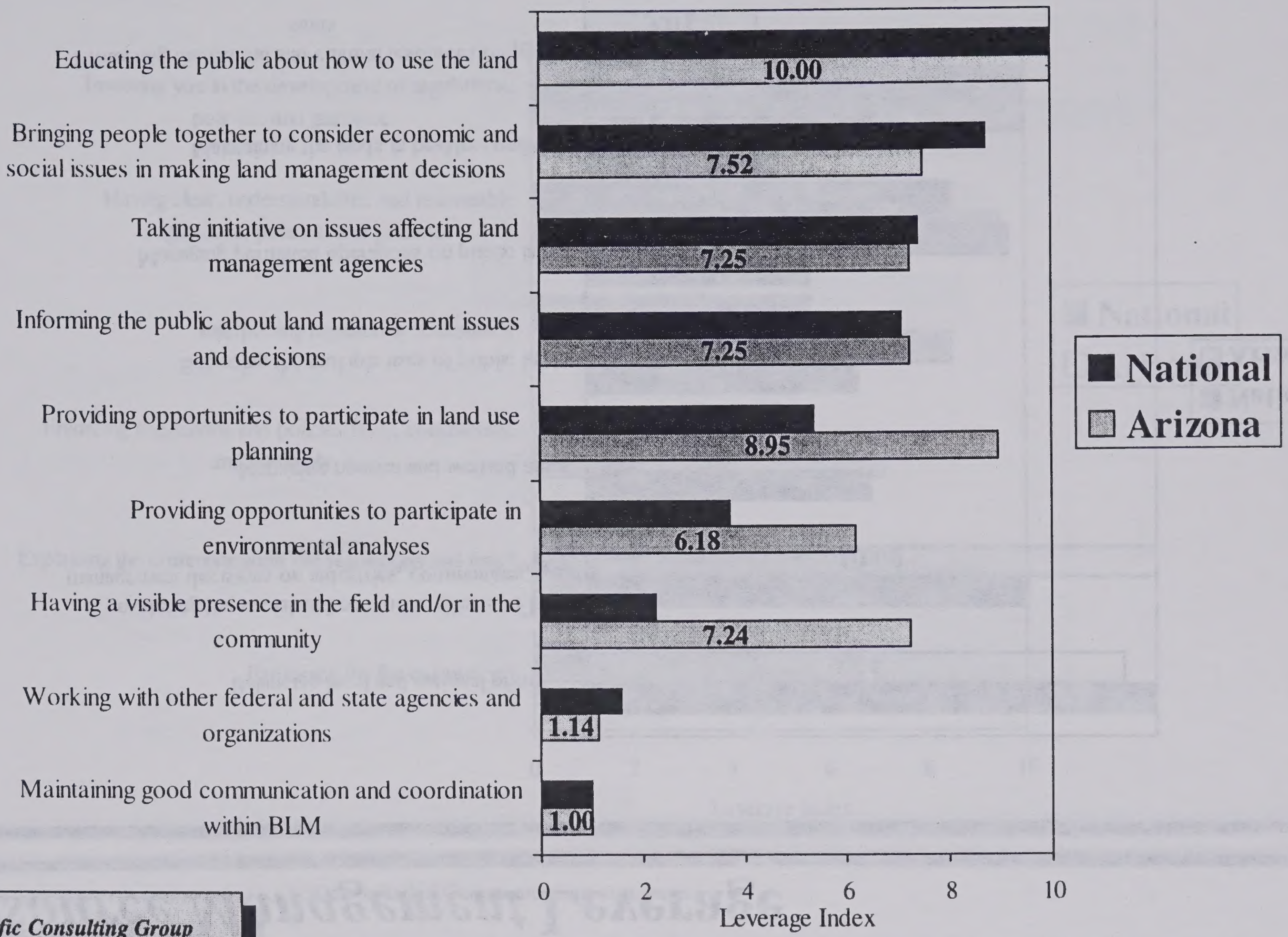

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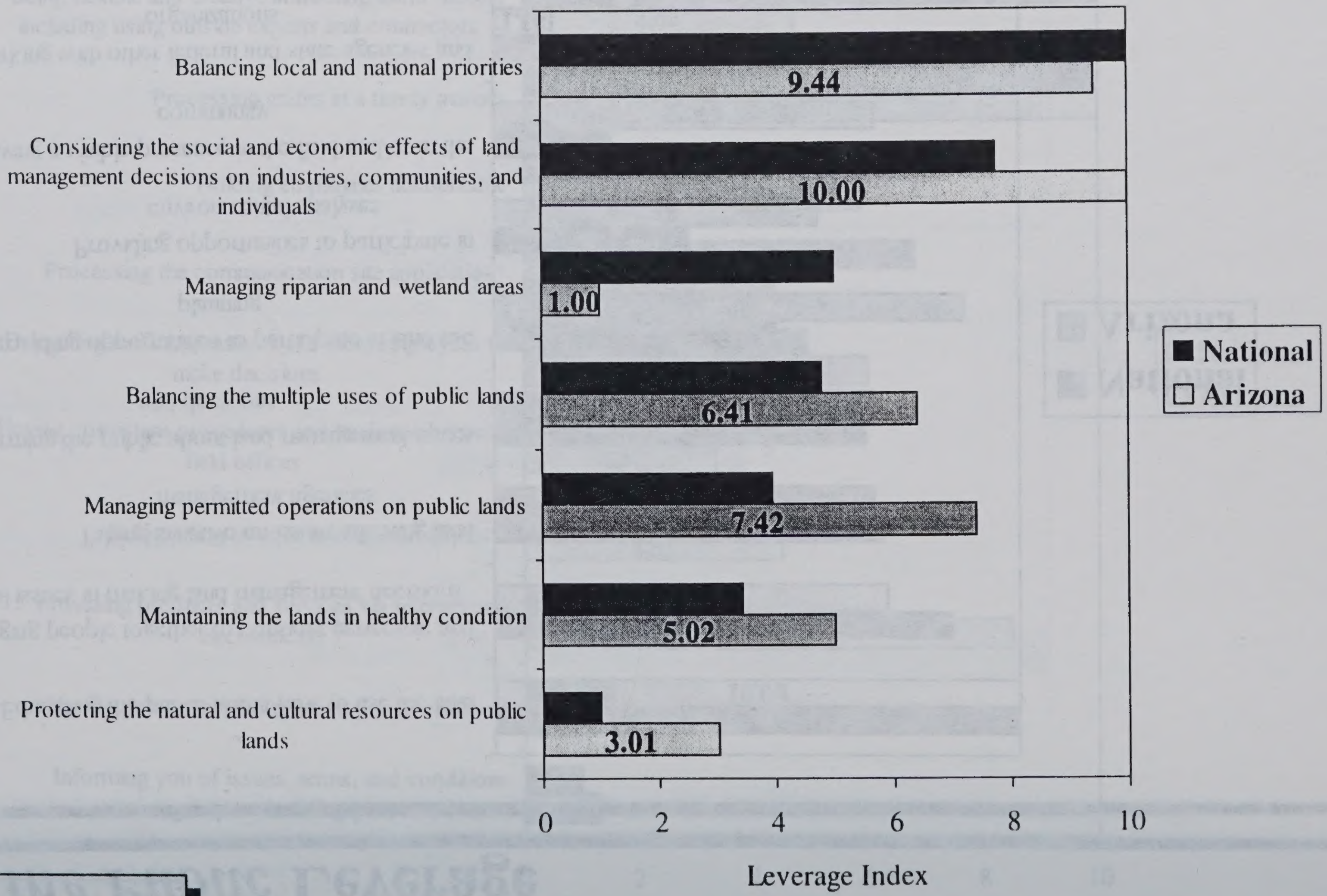

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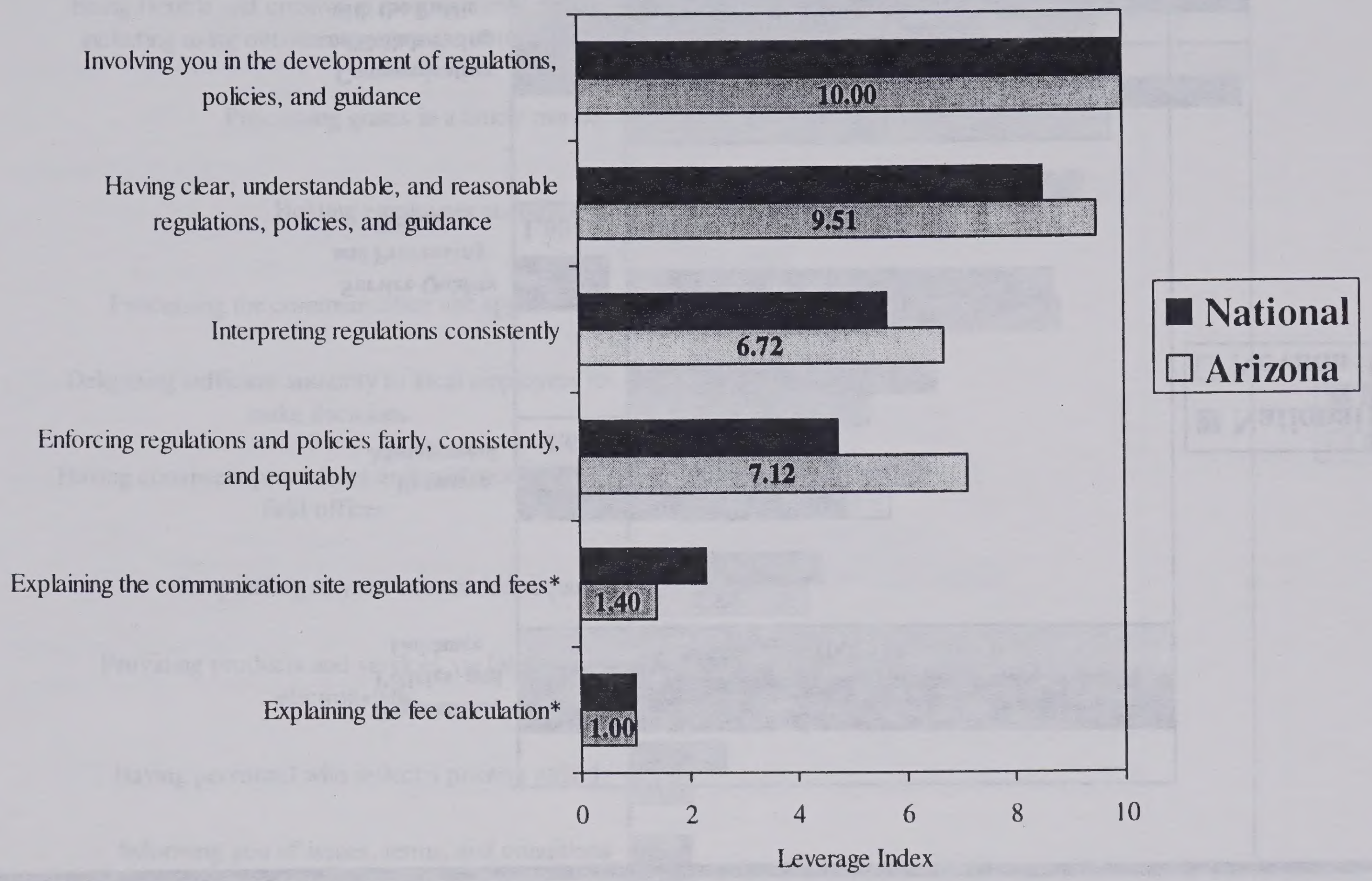

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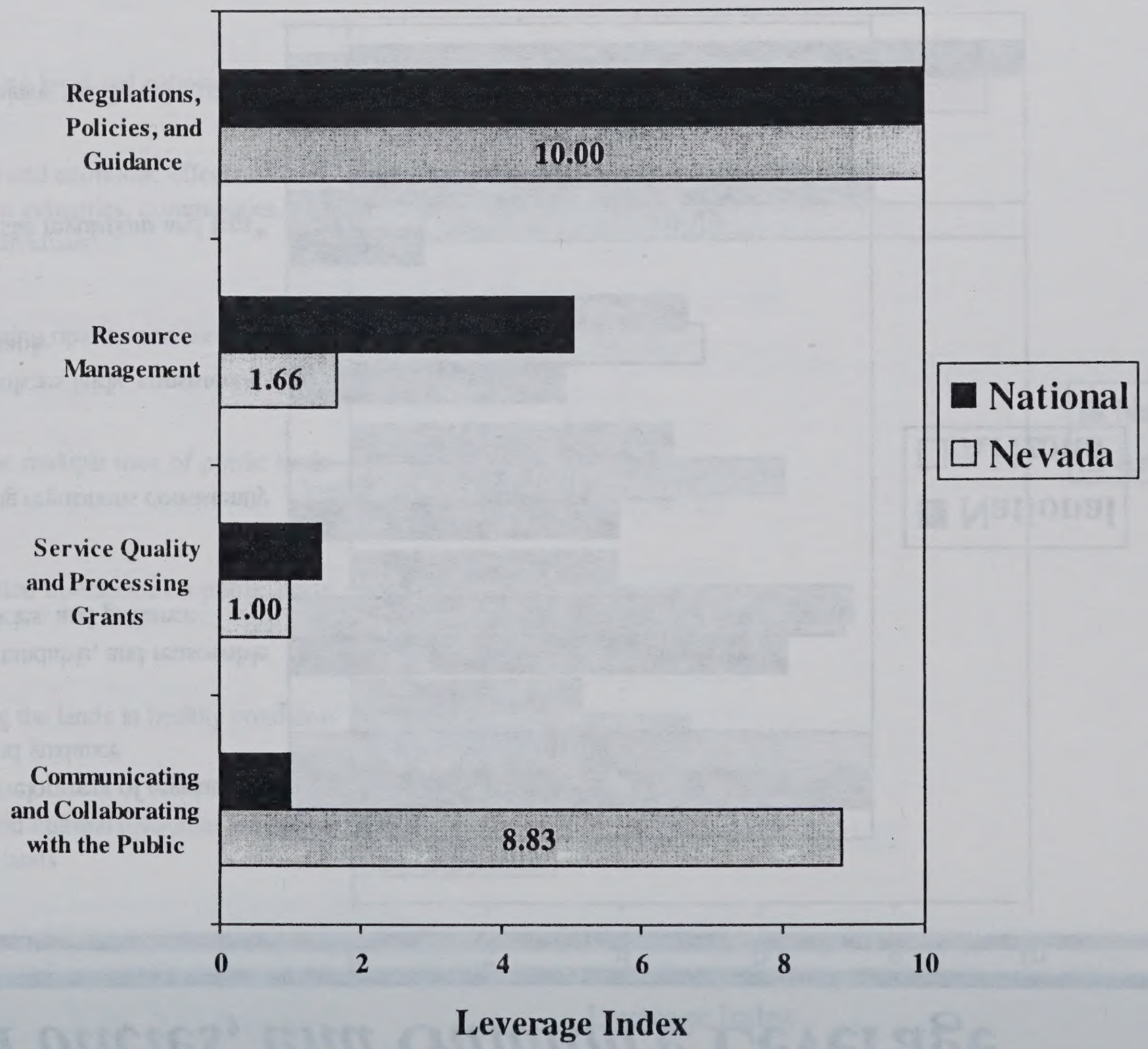

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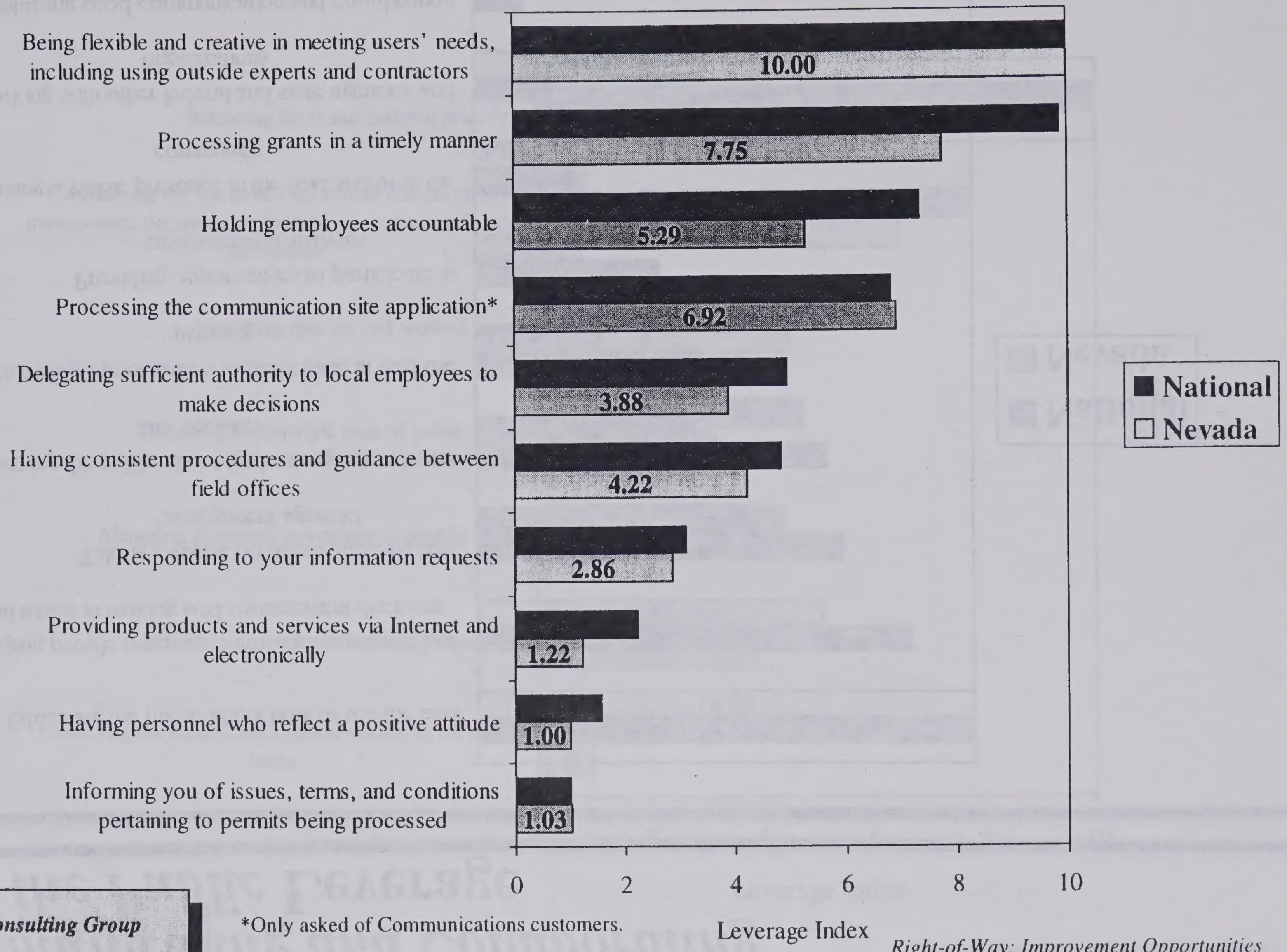

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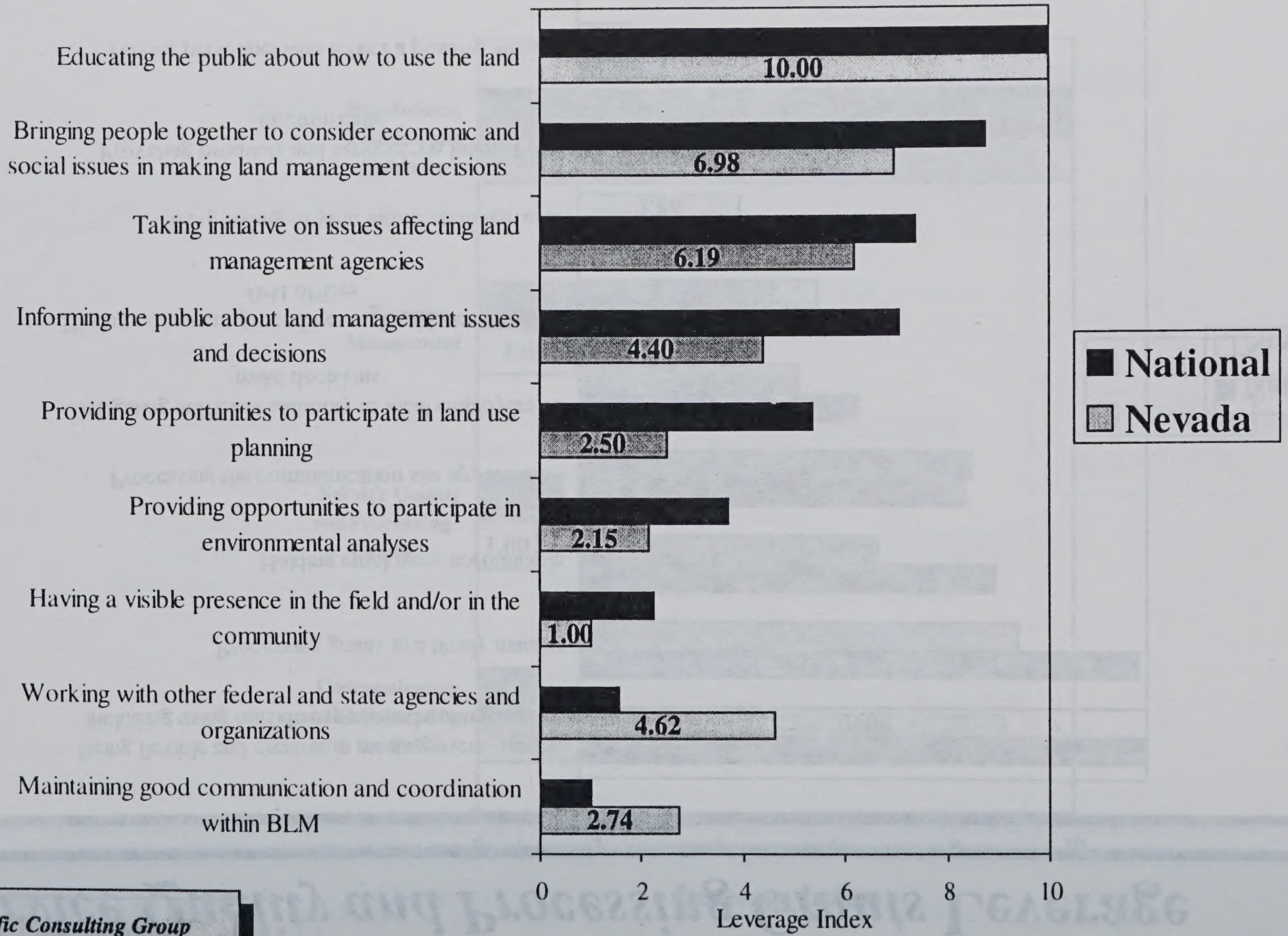

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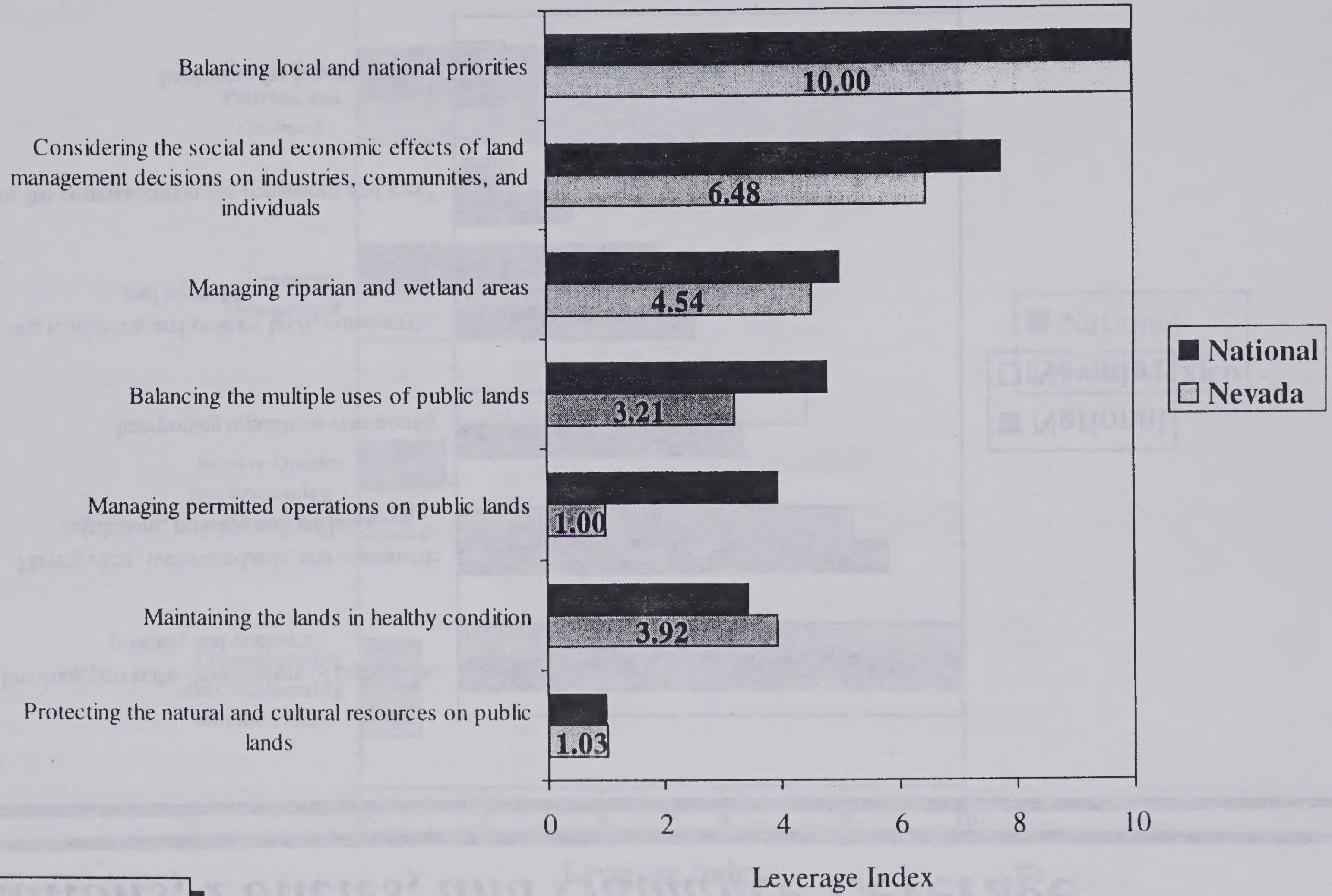

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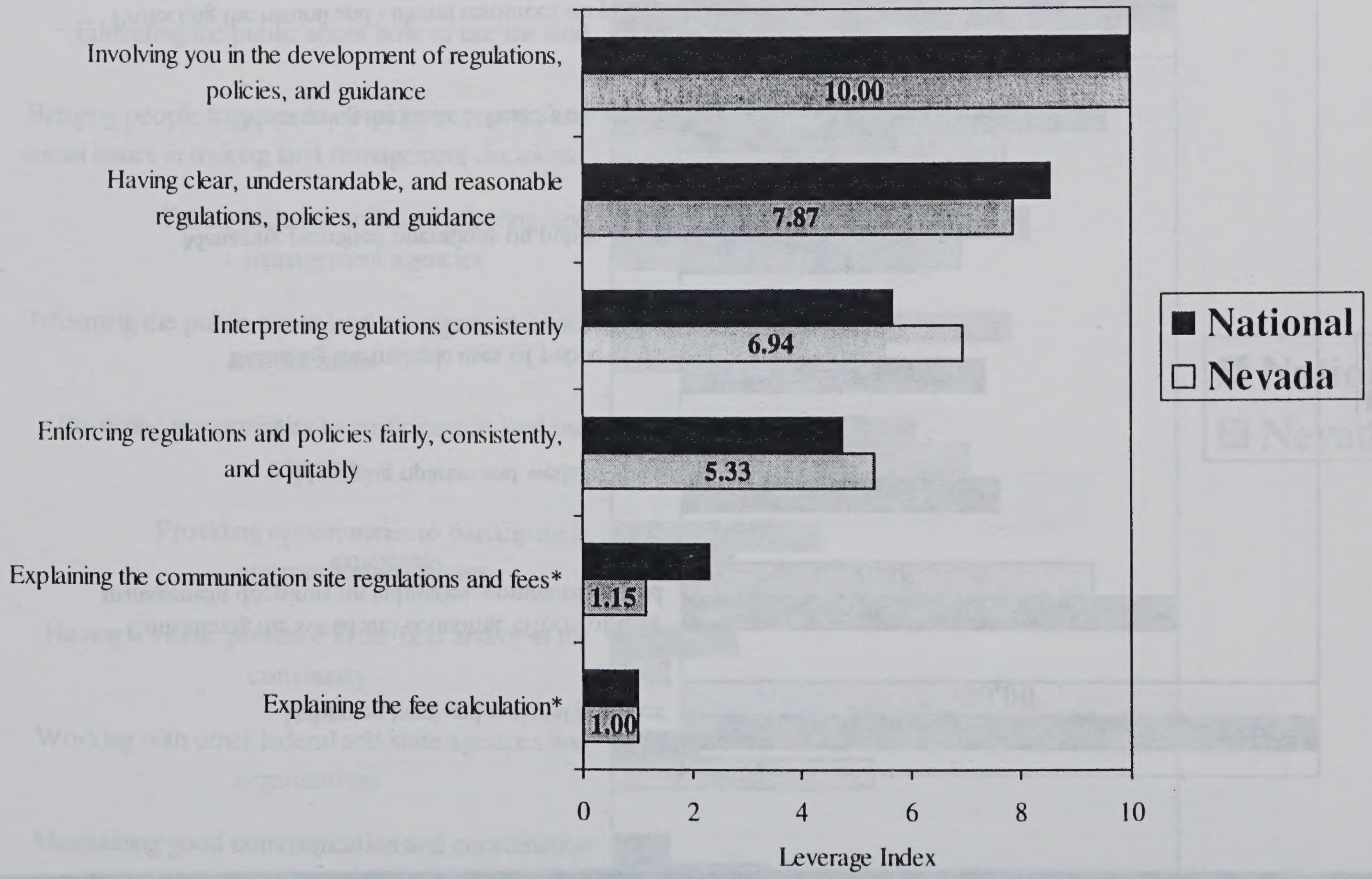

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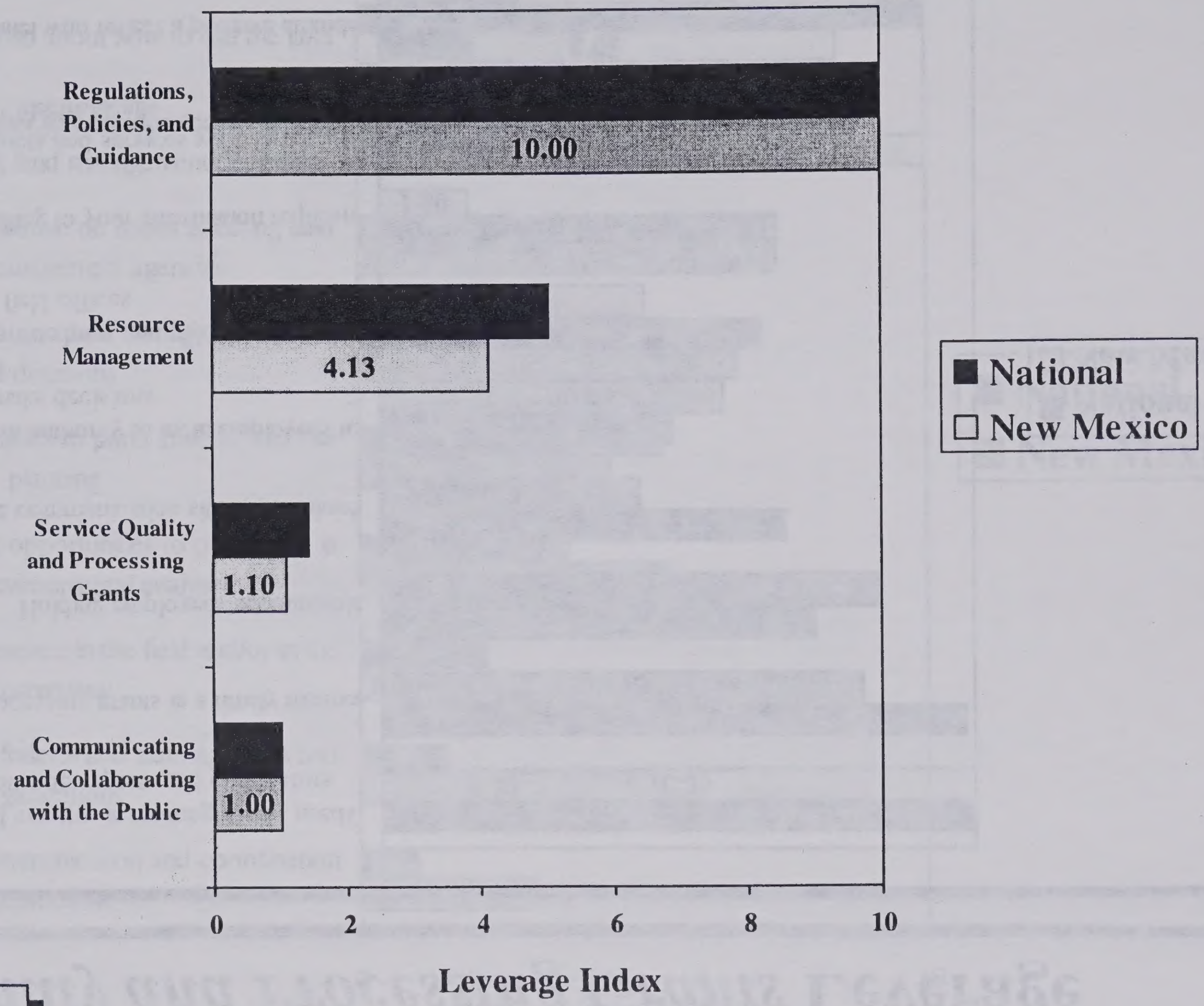

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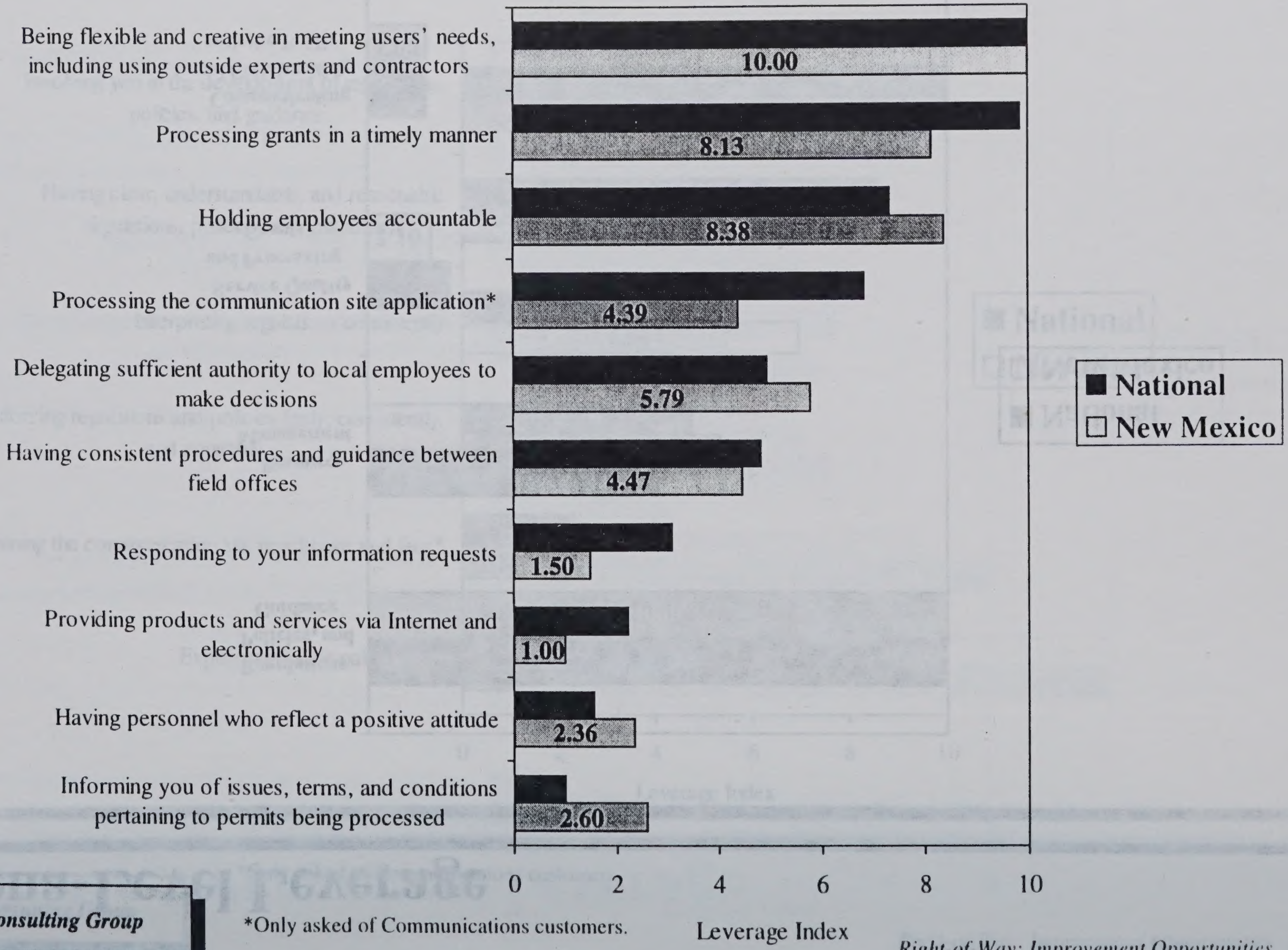
Service Quality and Processing Grants Leverage



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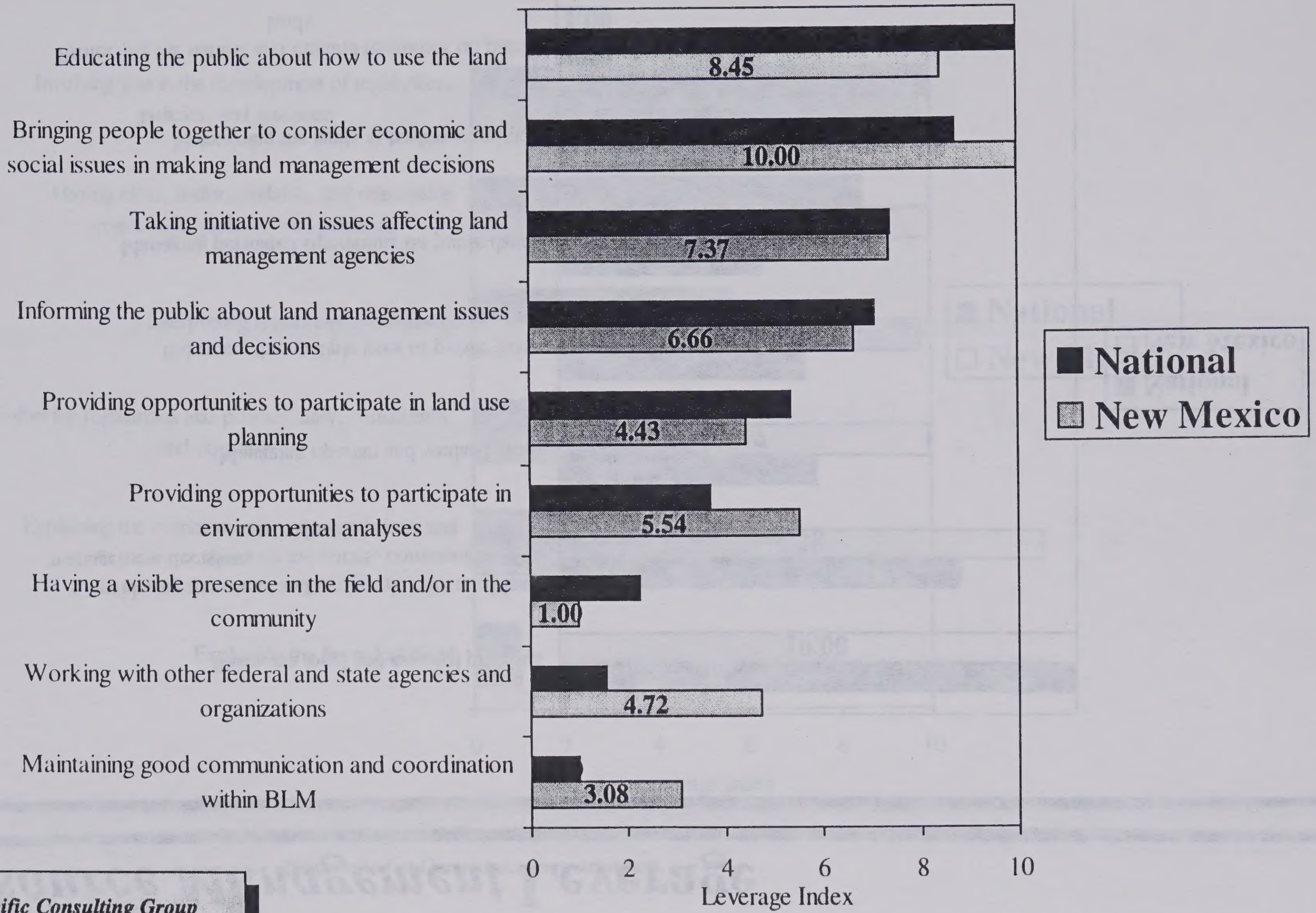

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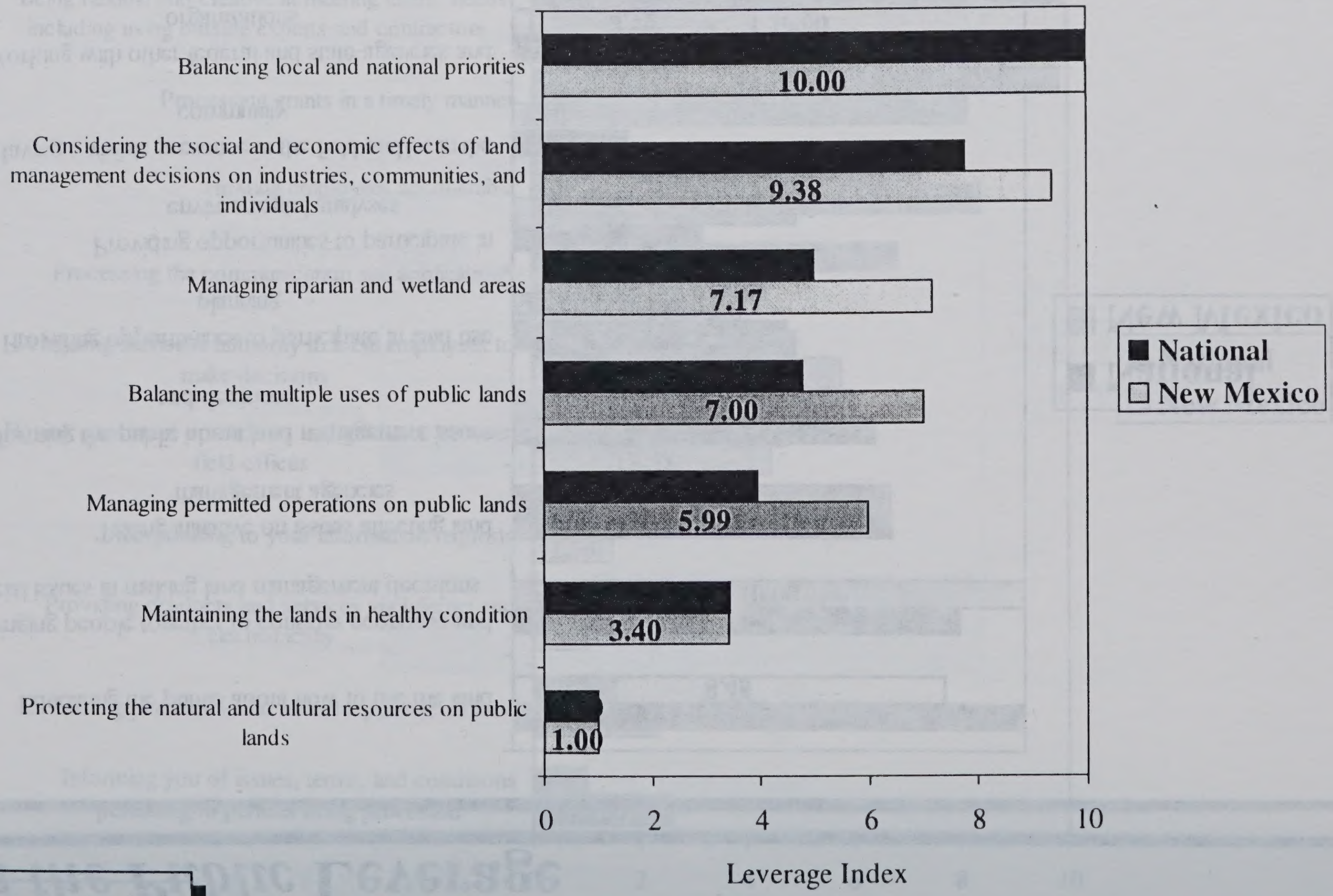

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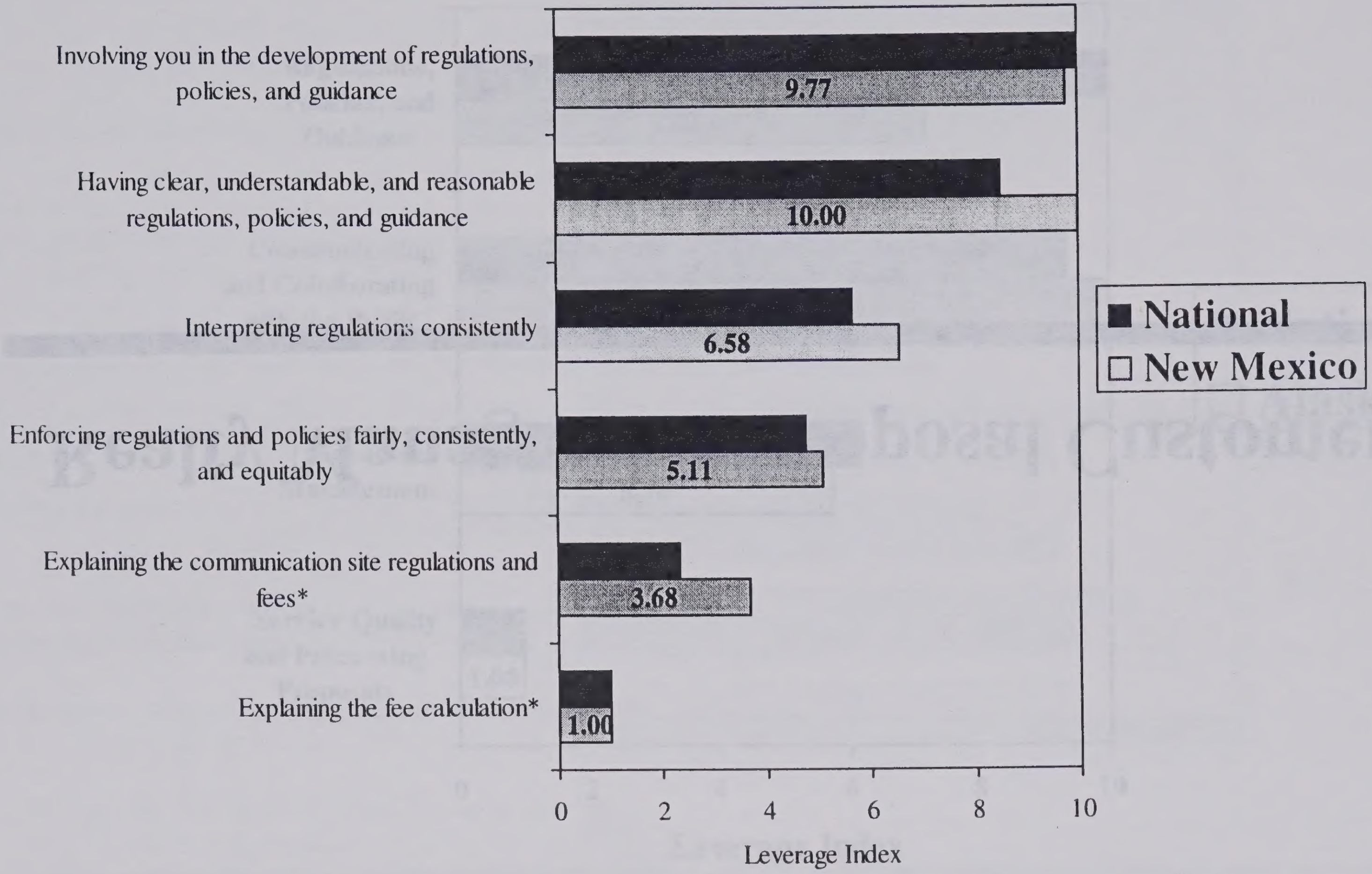

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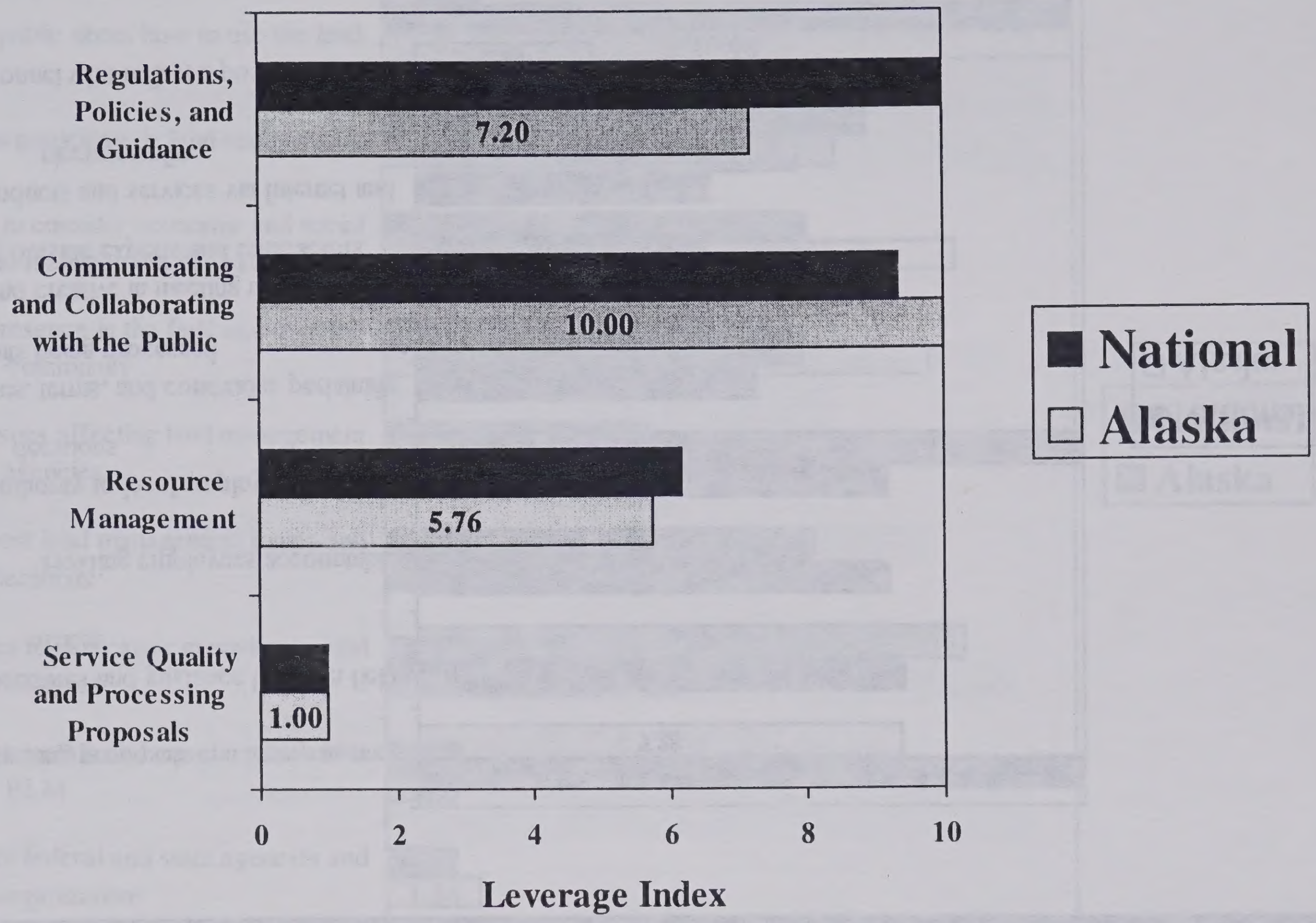
Realty Management Proposal Customers

Arena-Level Leverage



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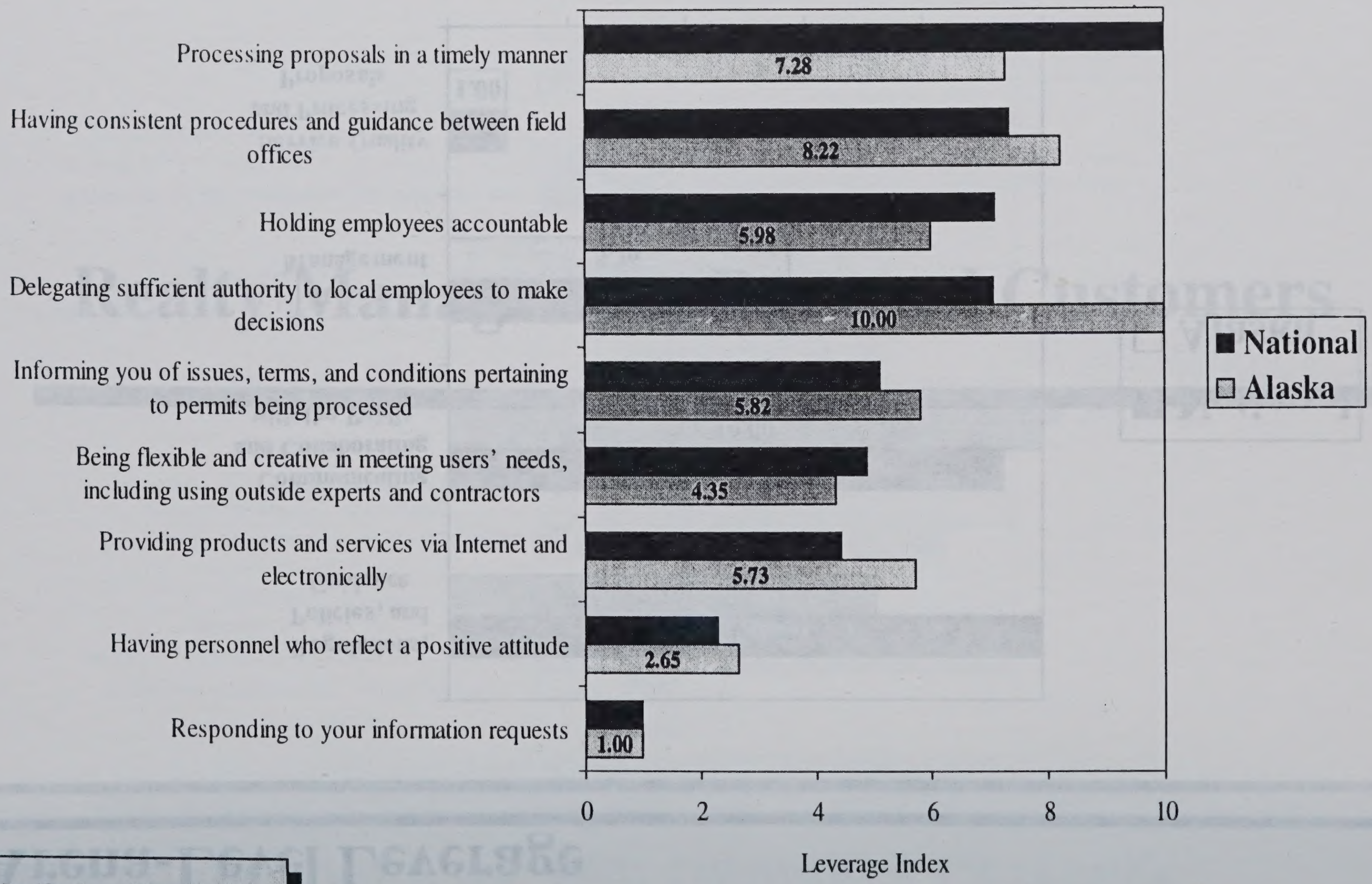
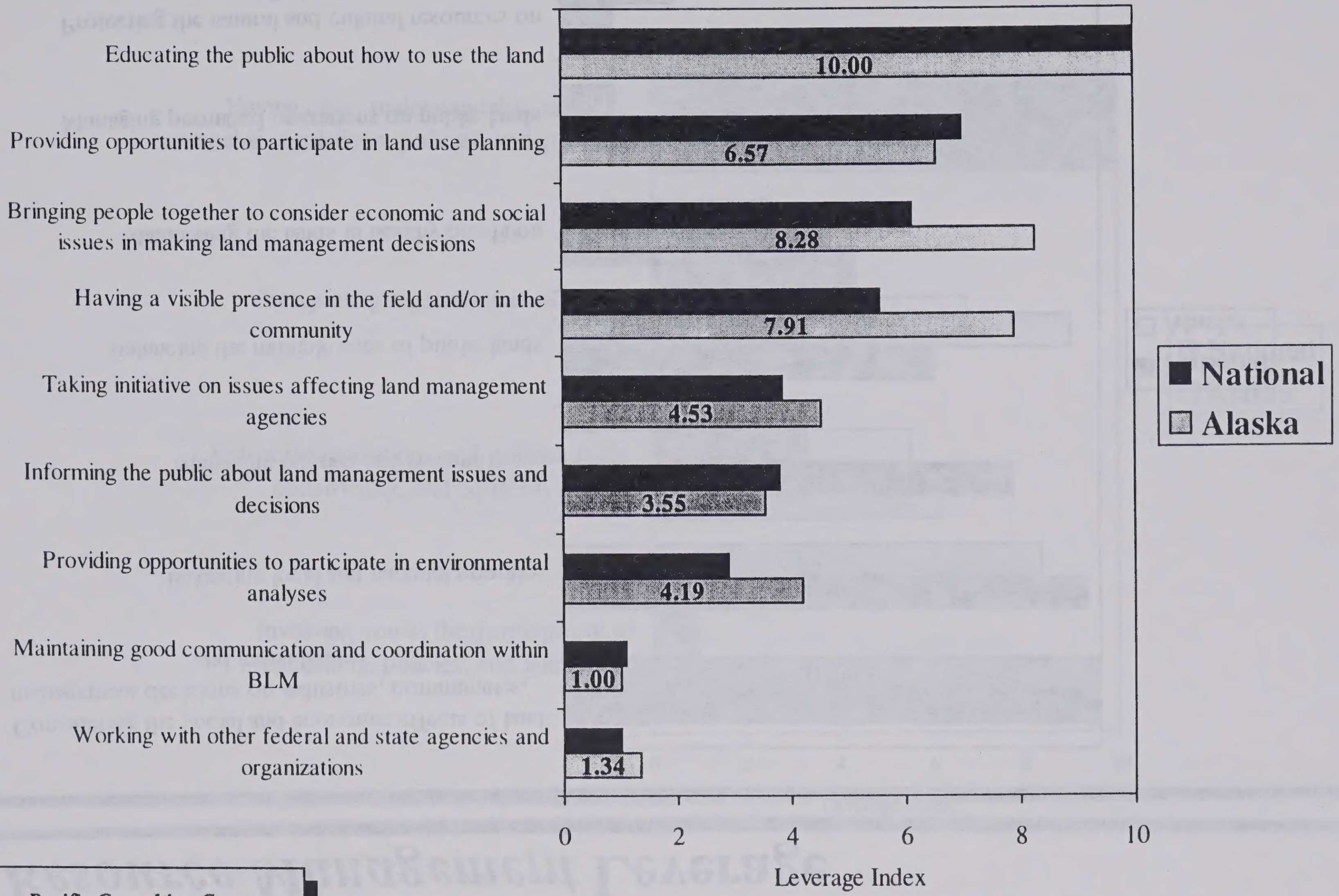


Communicating and Collaborating with the Public Leverage



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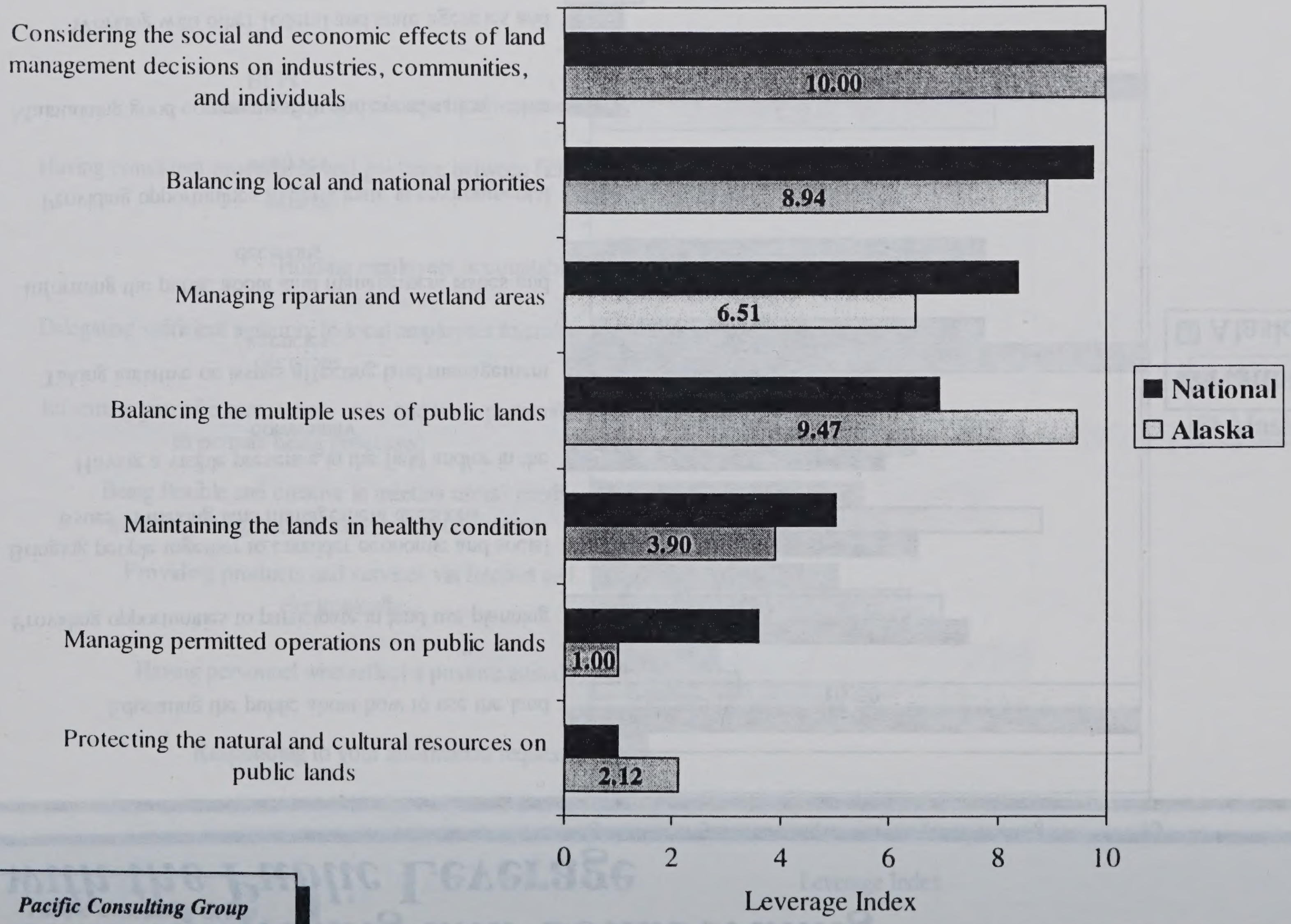

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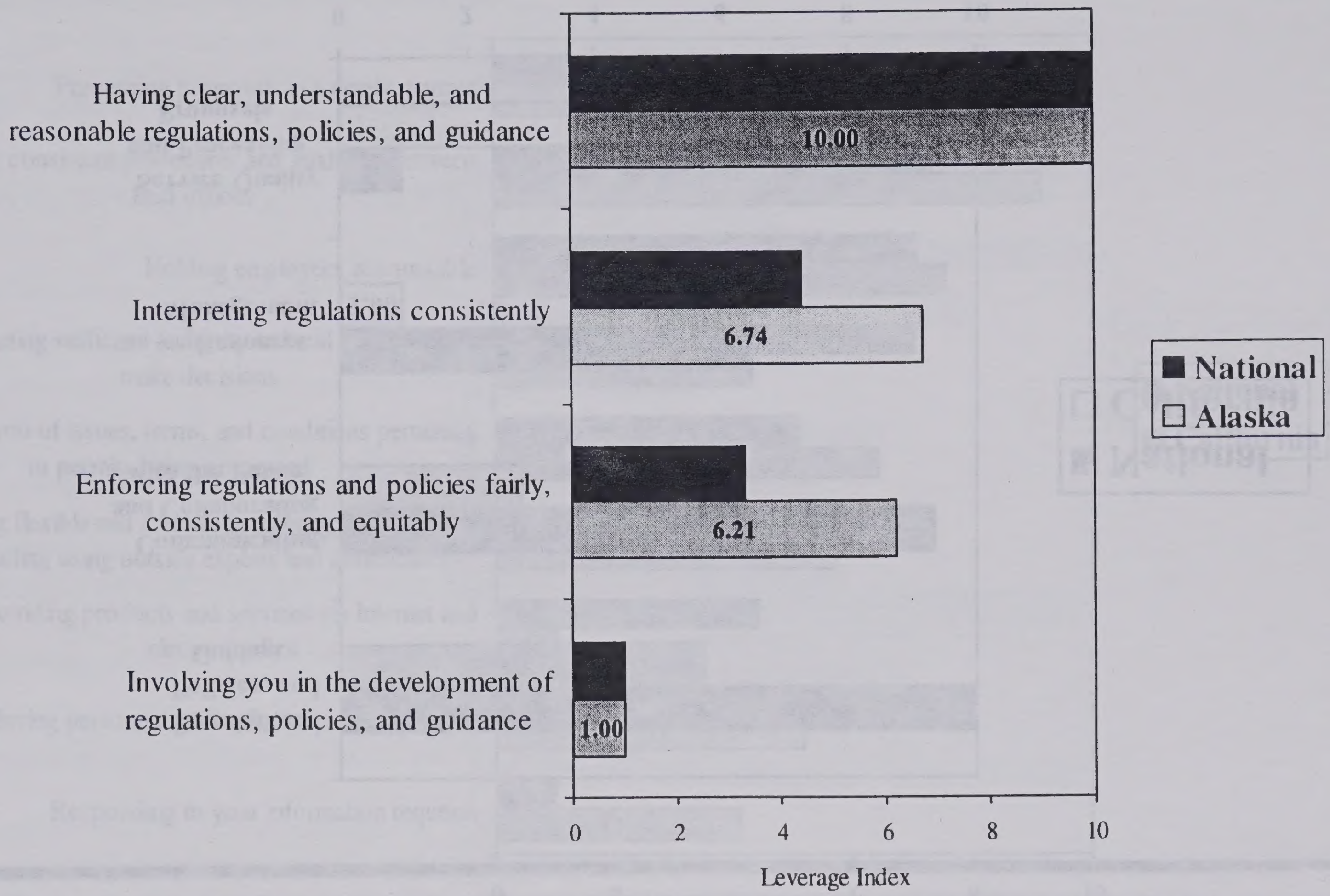

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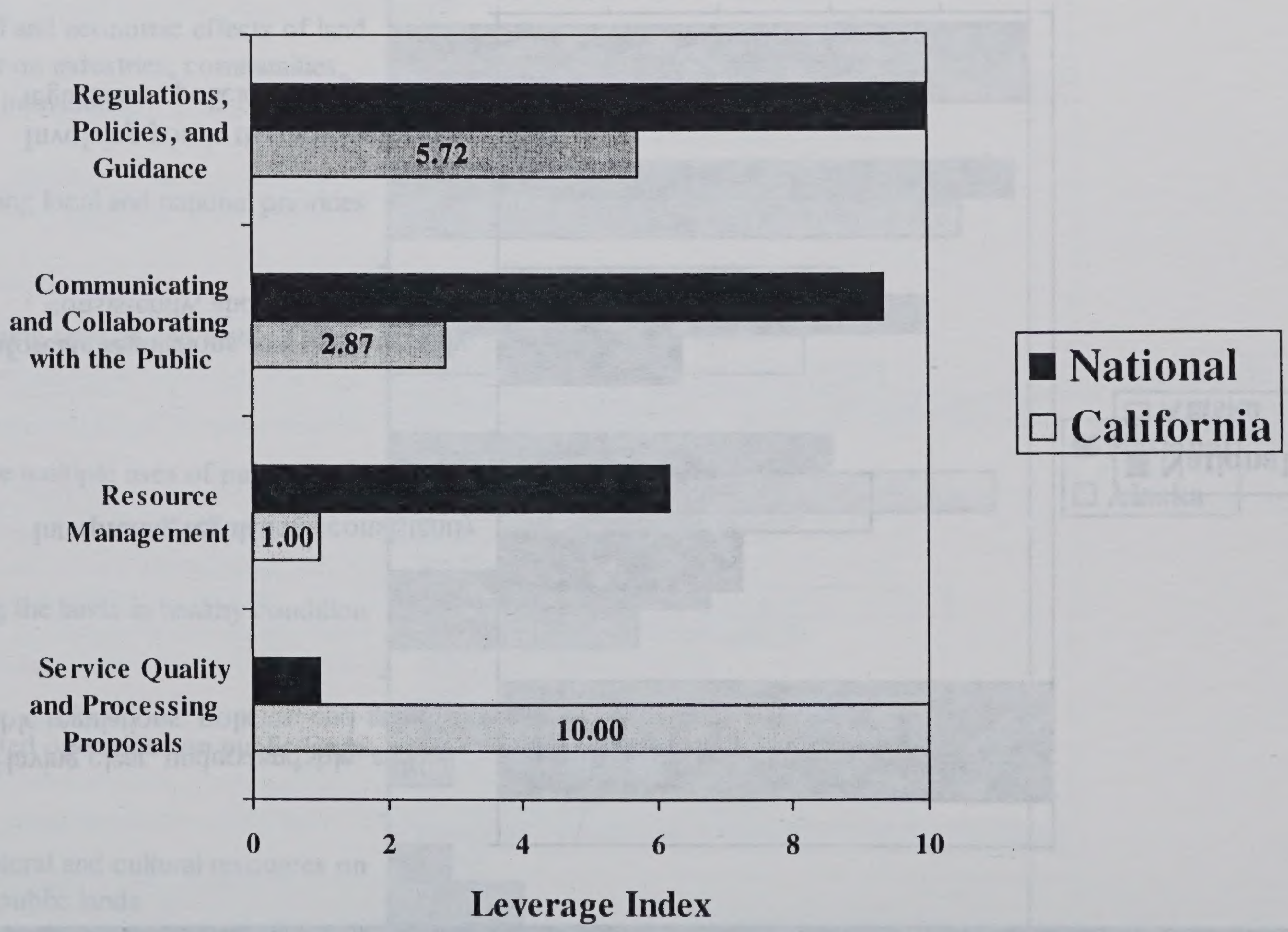

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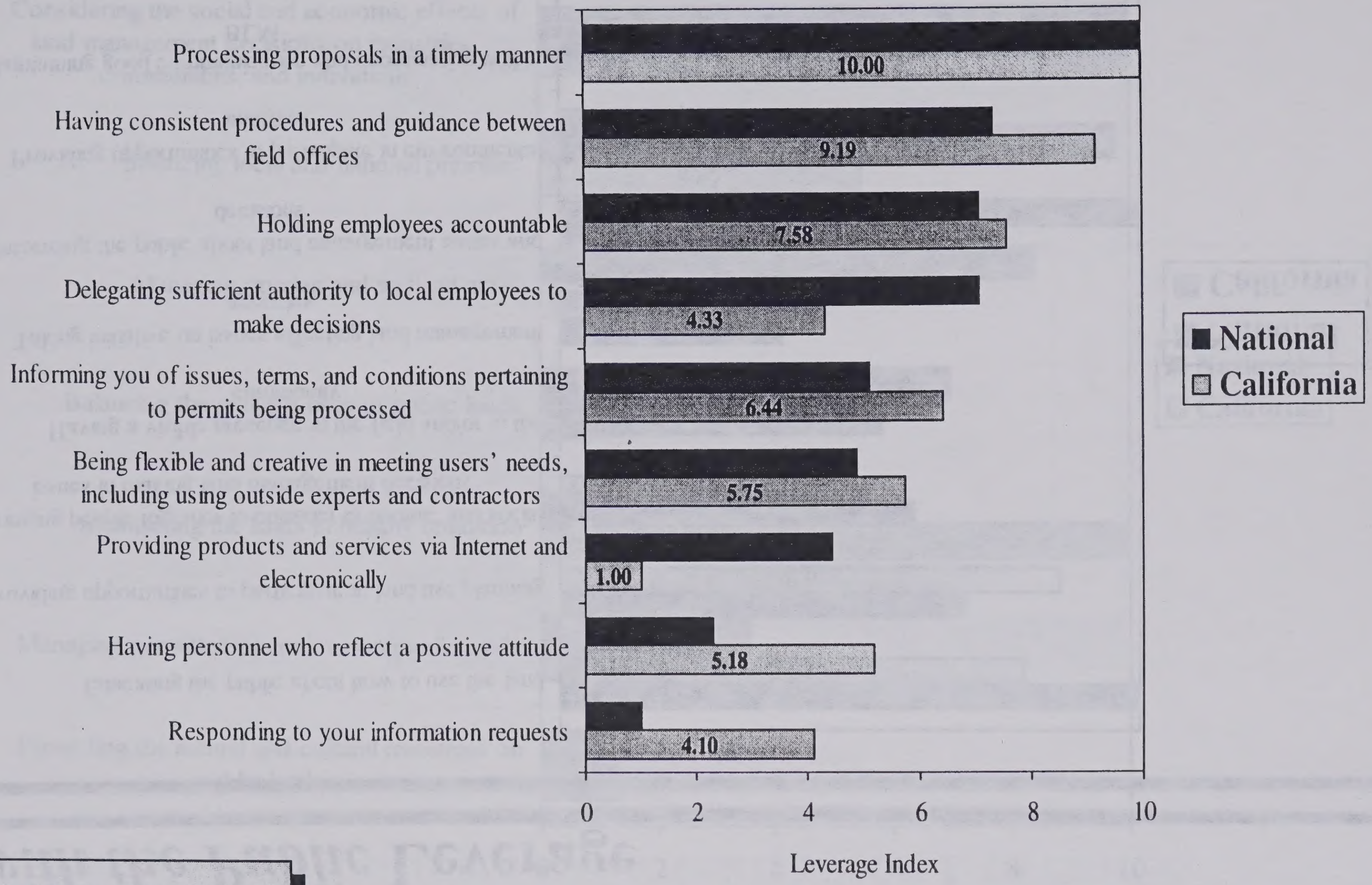

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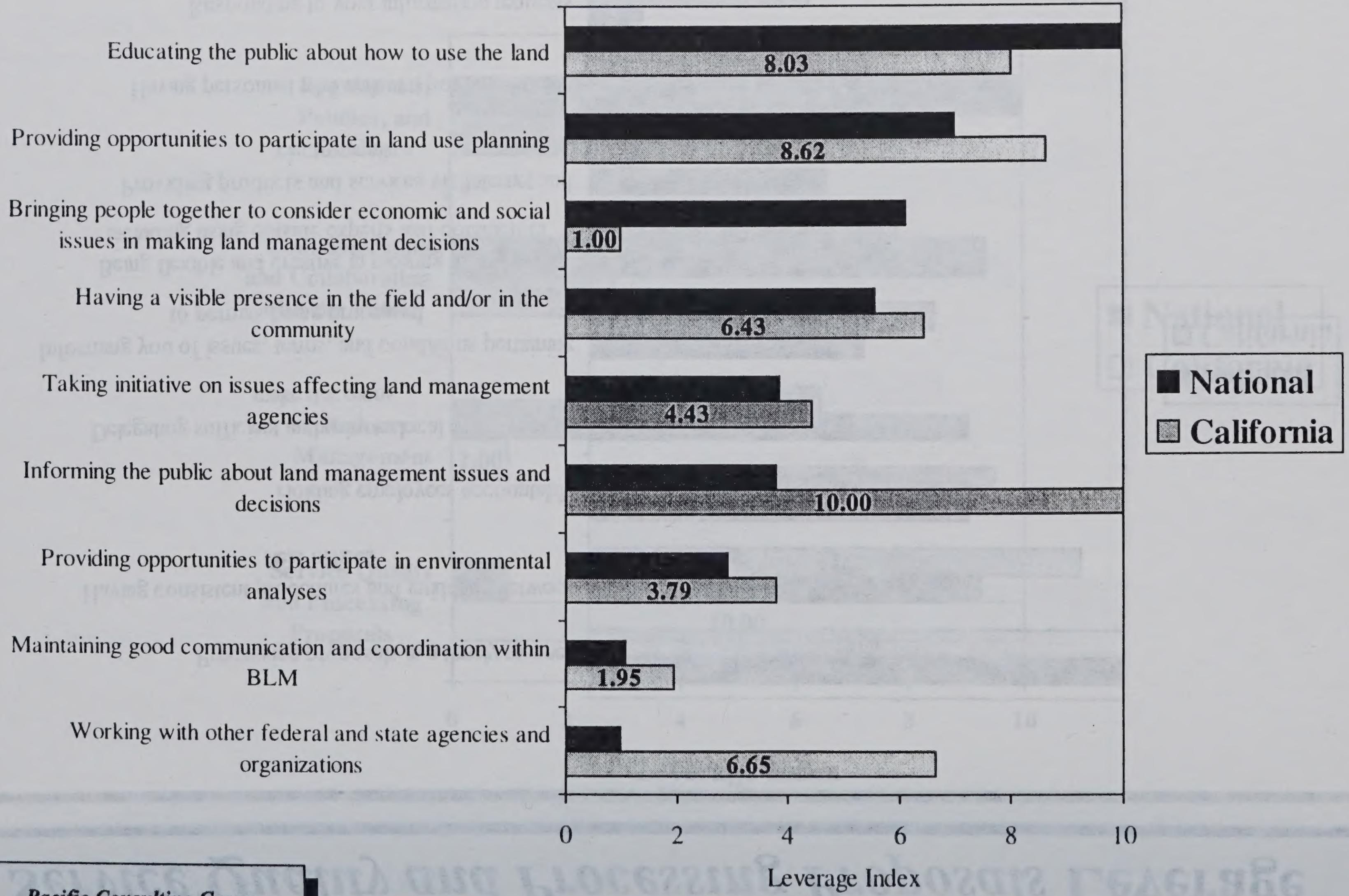

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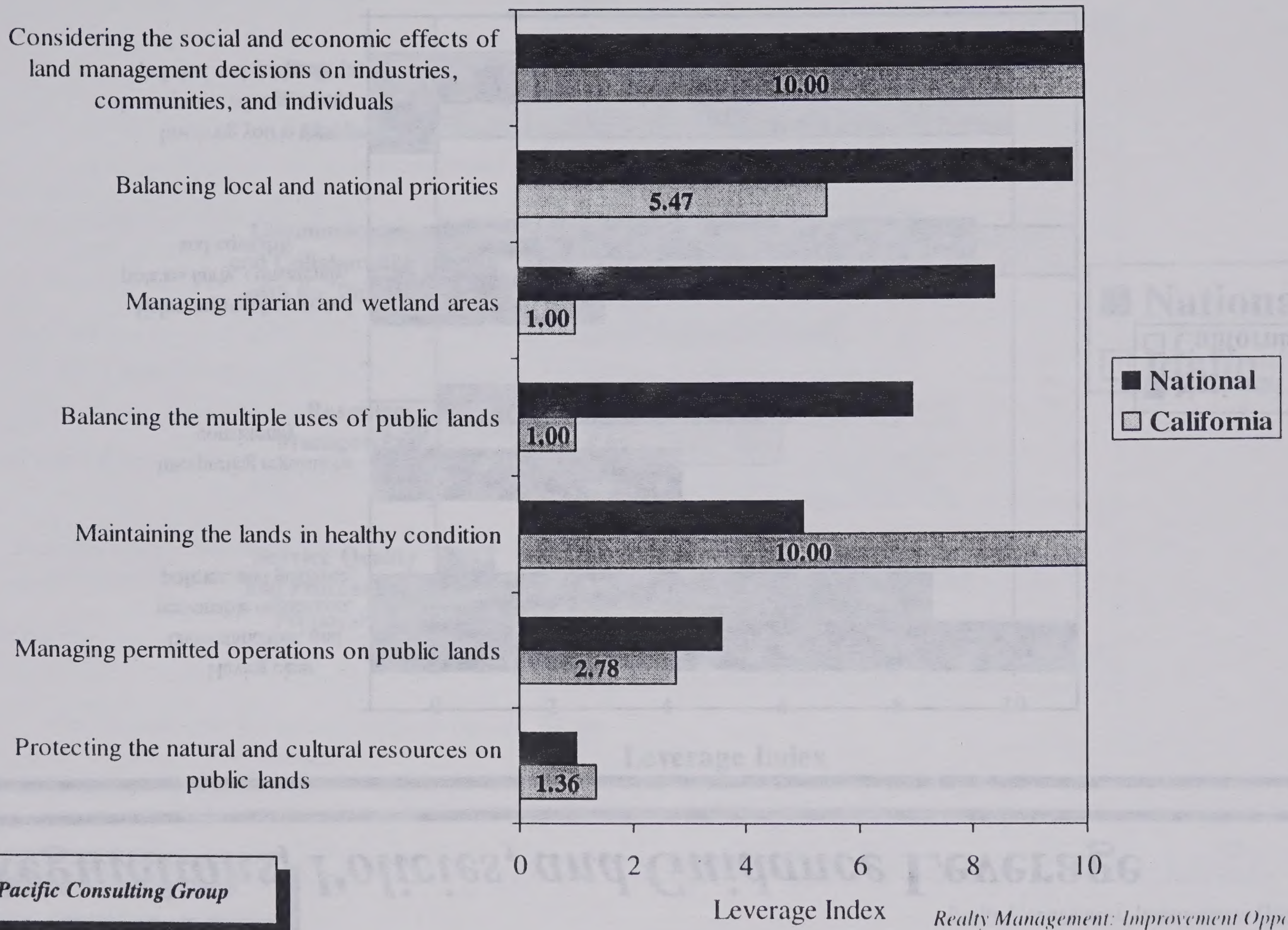
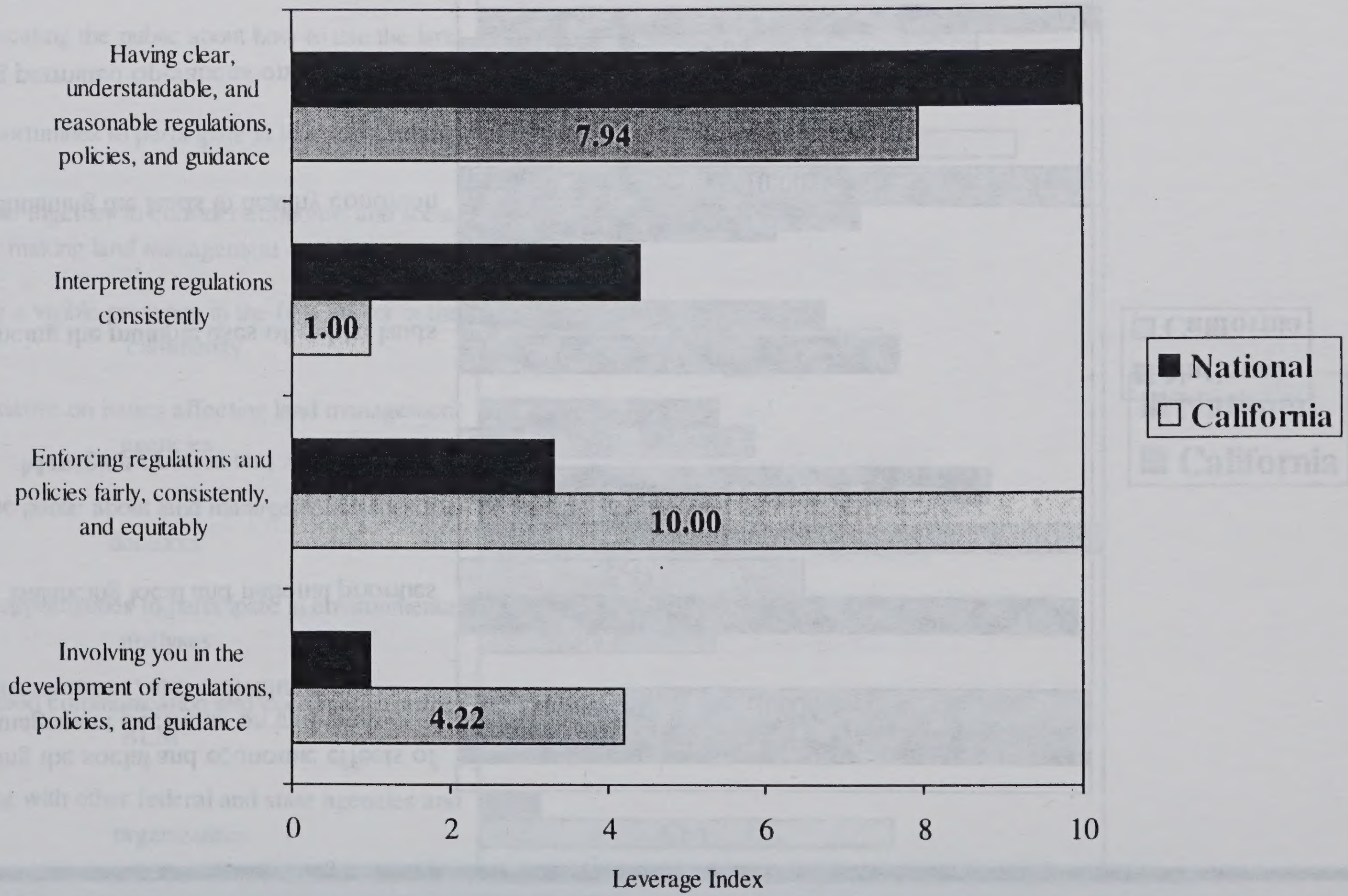


Regulations, Policies, and Guidance Leverage



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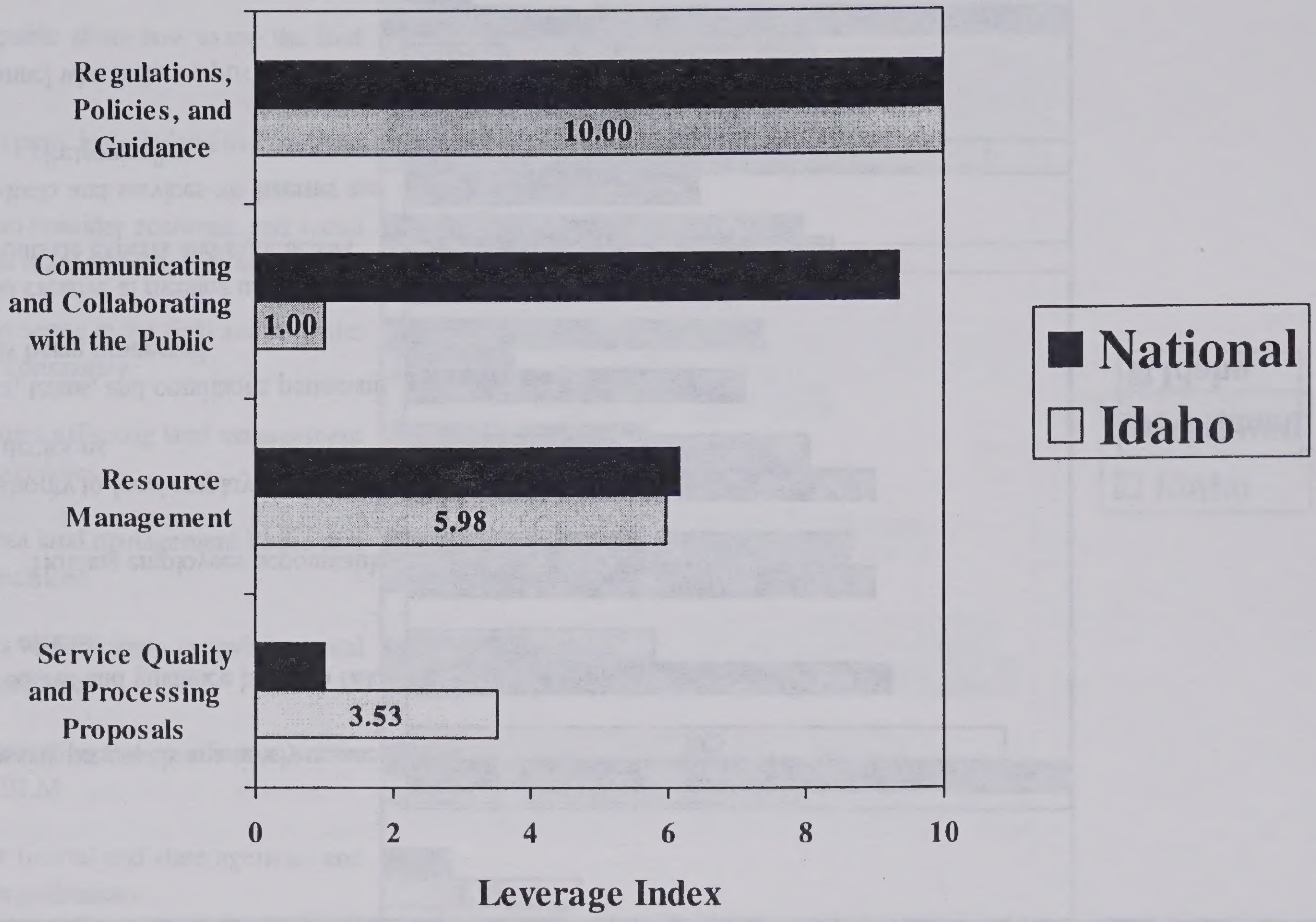

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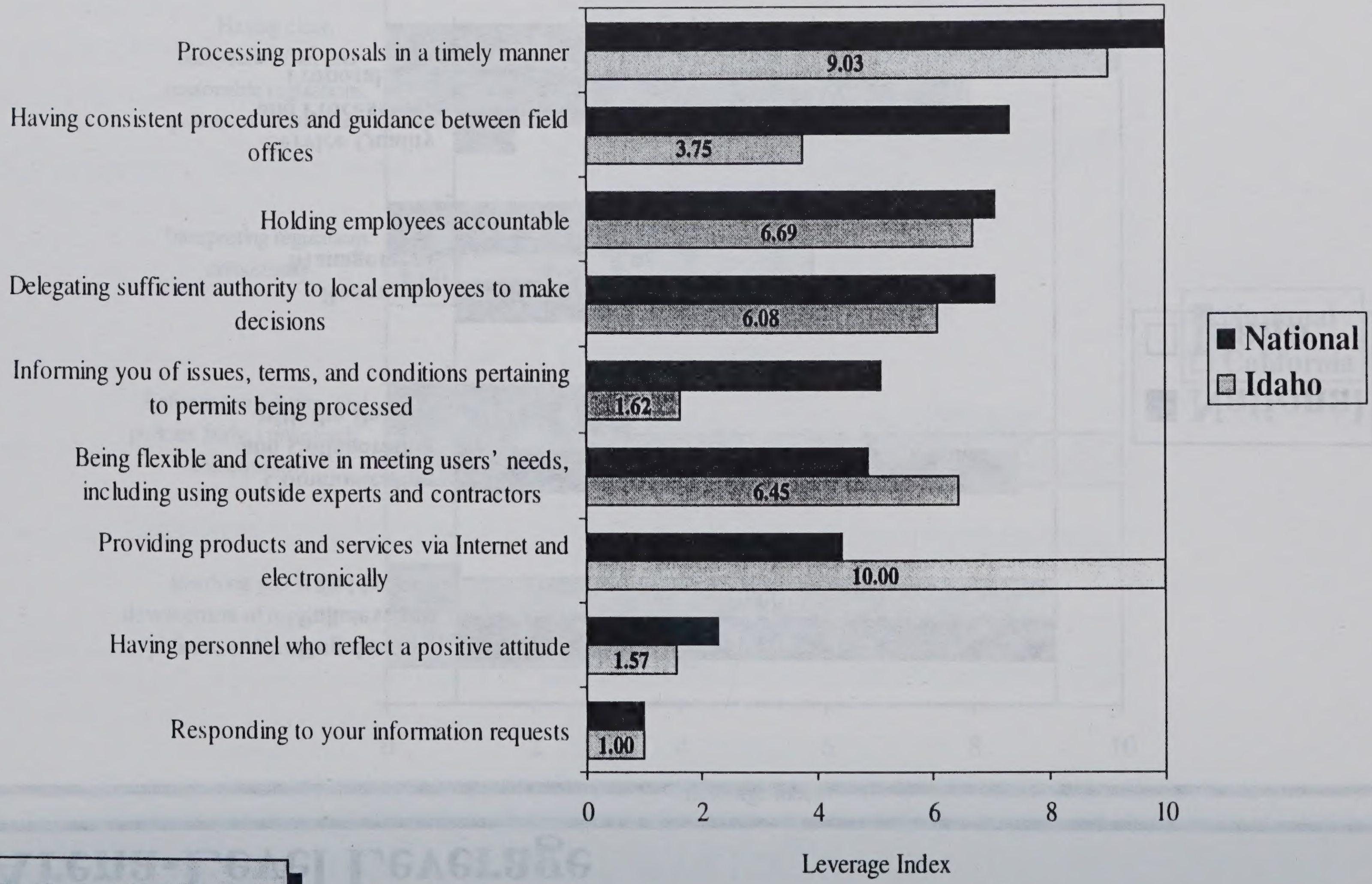
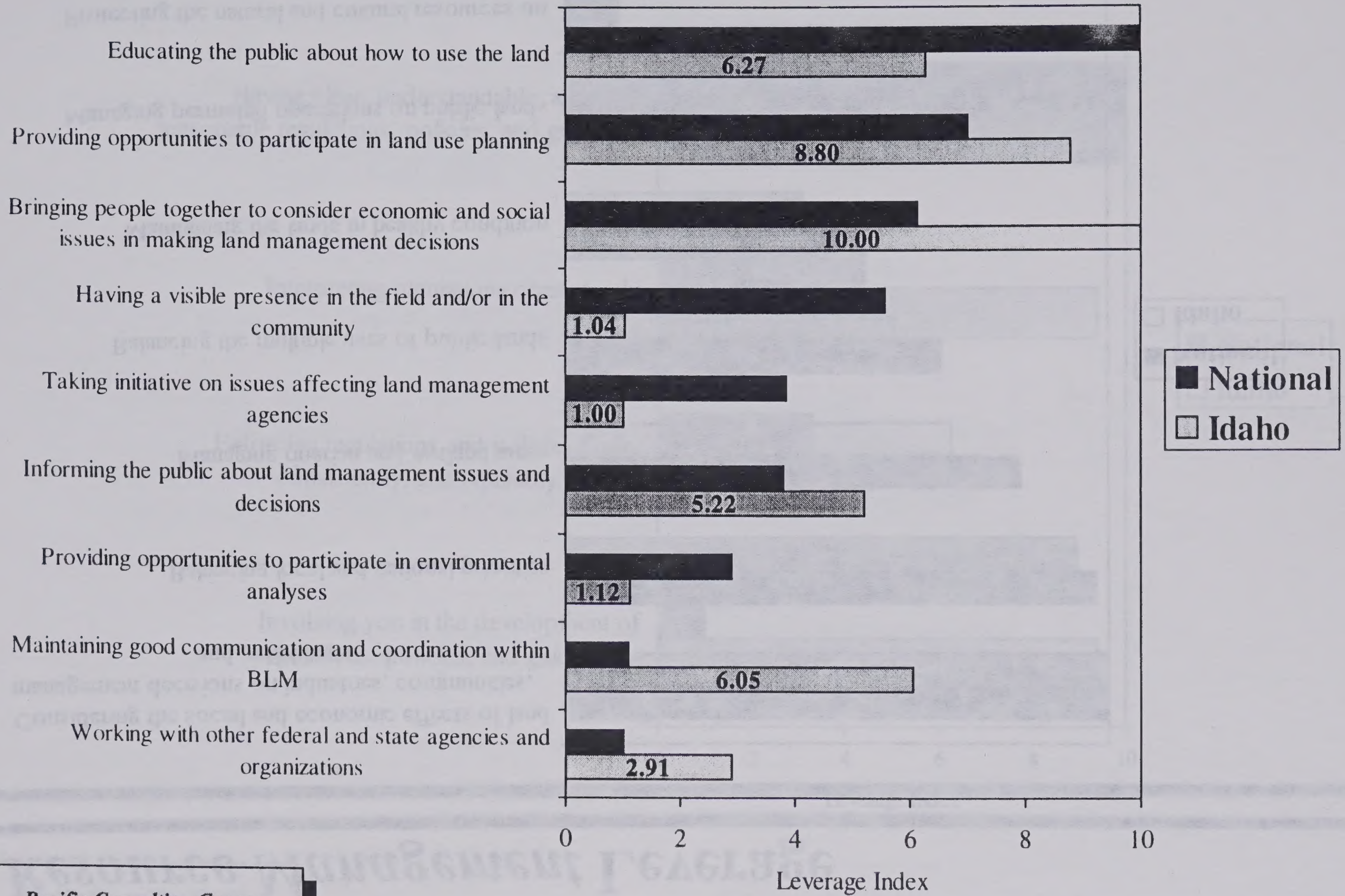


Communicating and Collaborating with the Public Leverage



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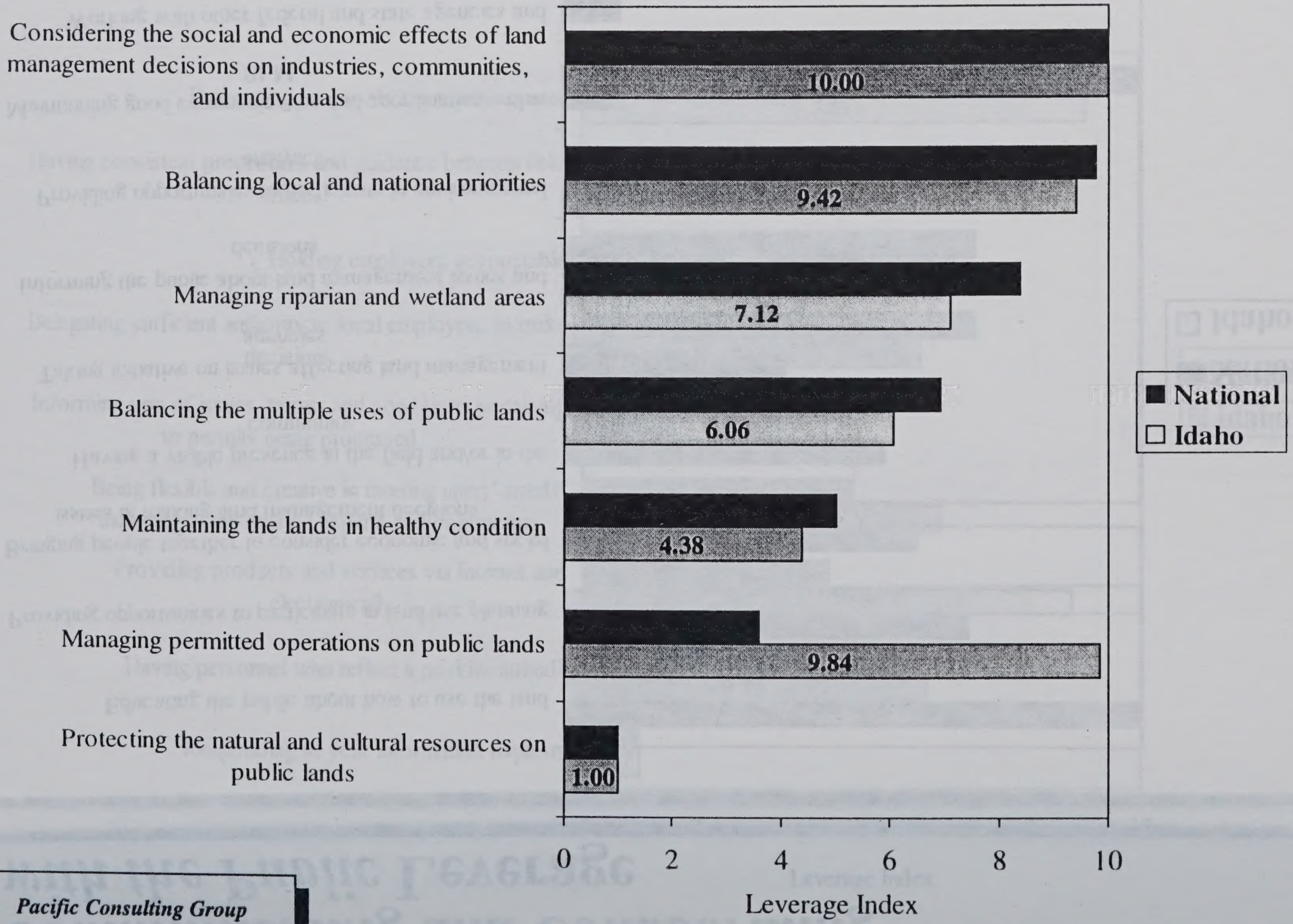
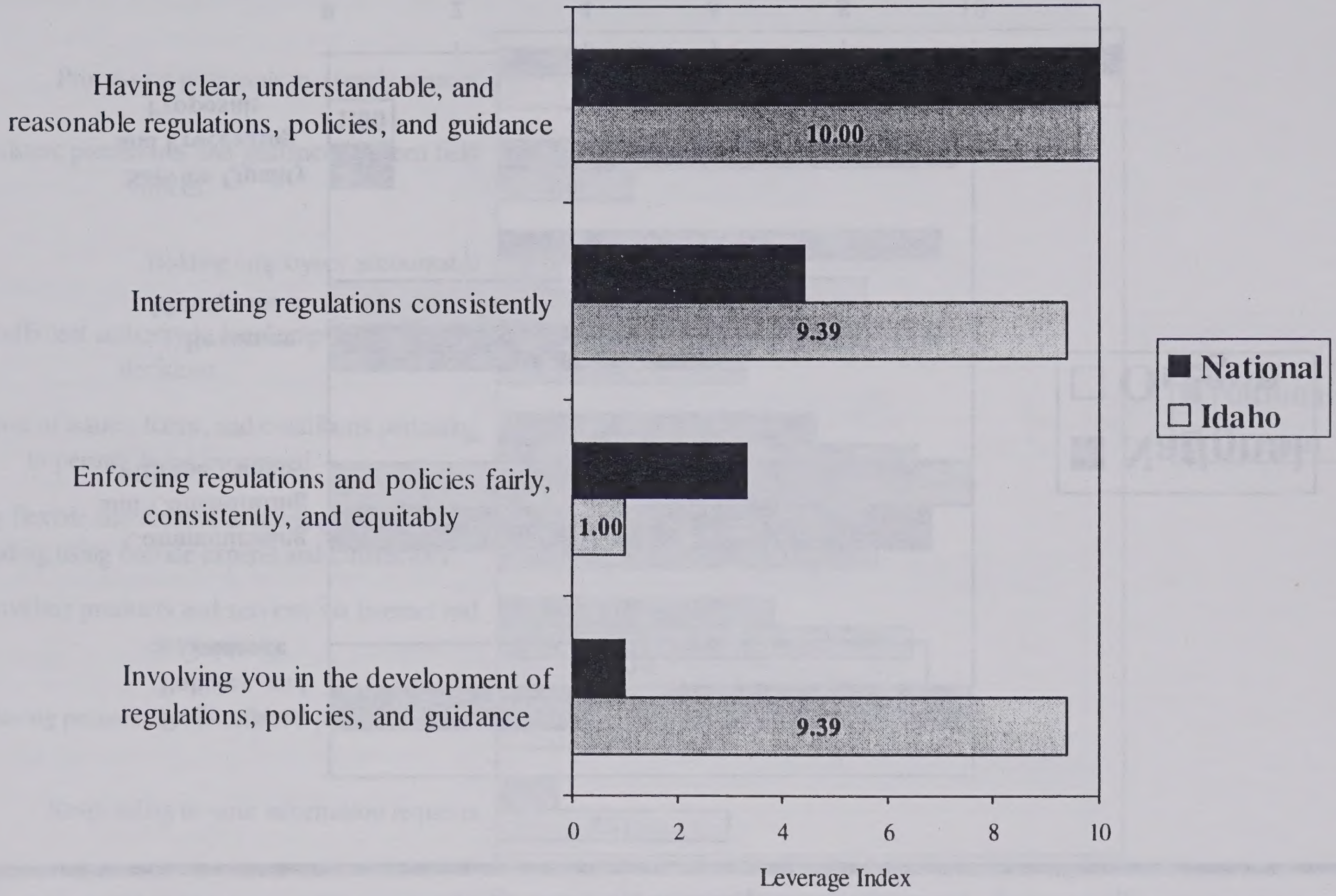


Regulations, Policies, and Guidance Leverage



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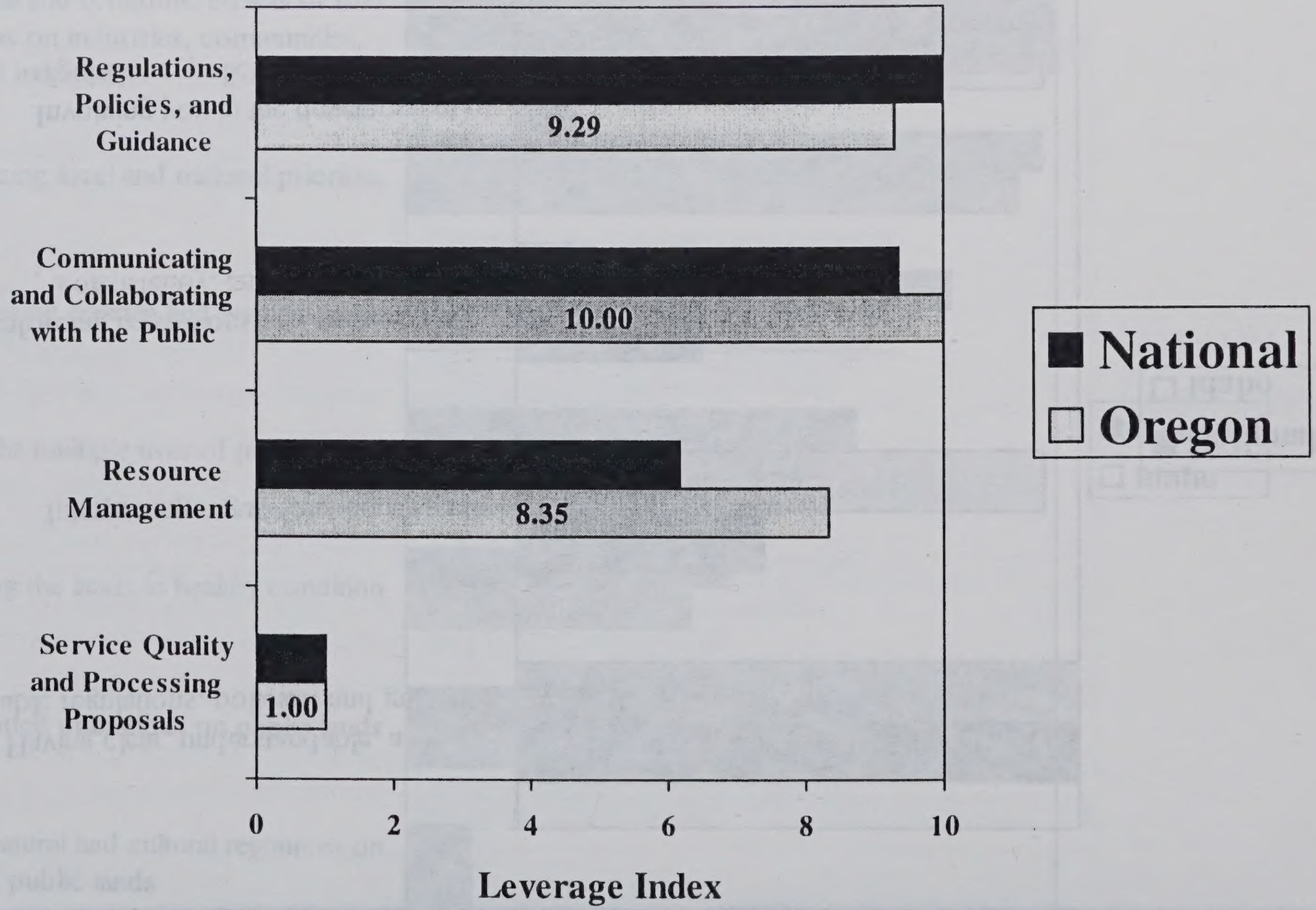
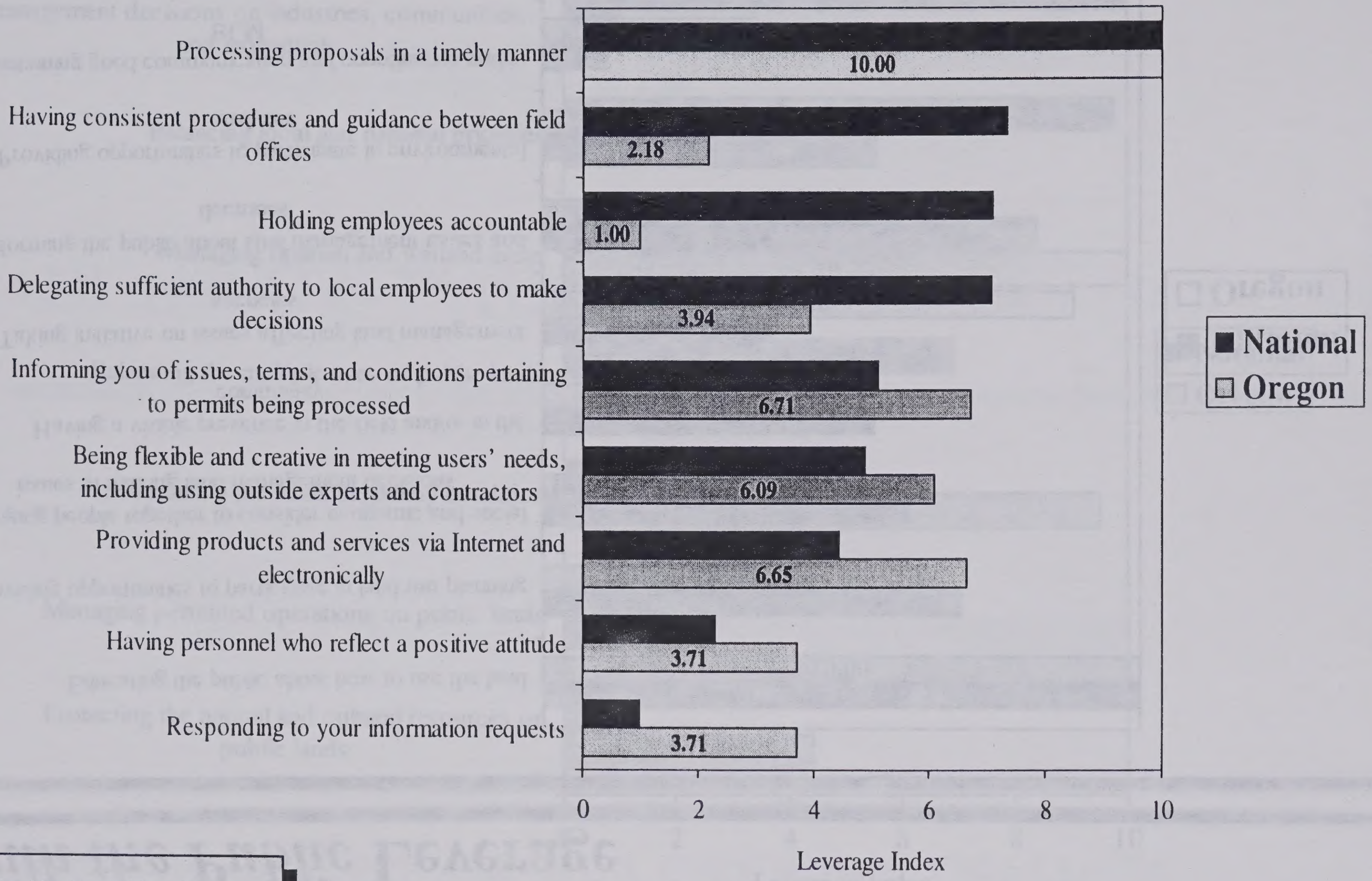
Arena-Level Leverage



Service Quality and Processing Proposals **Leverage**



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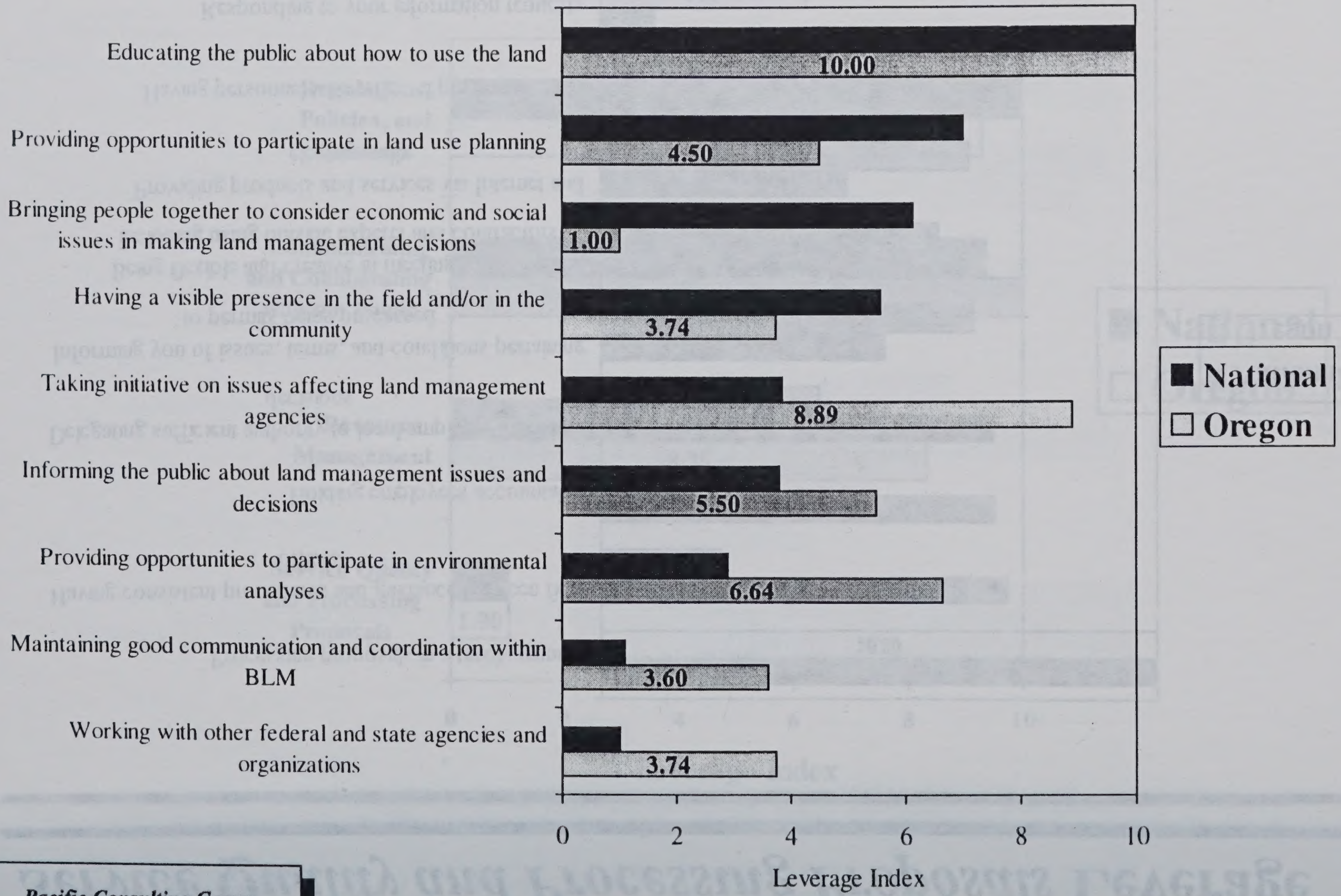
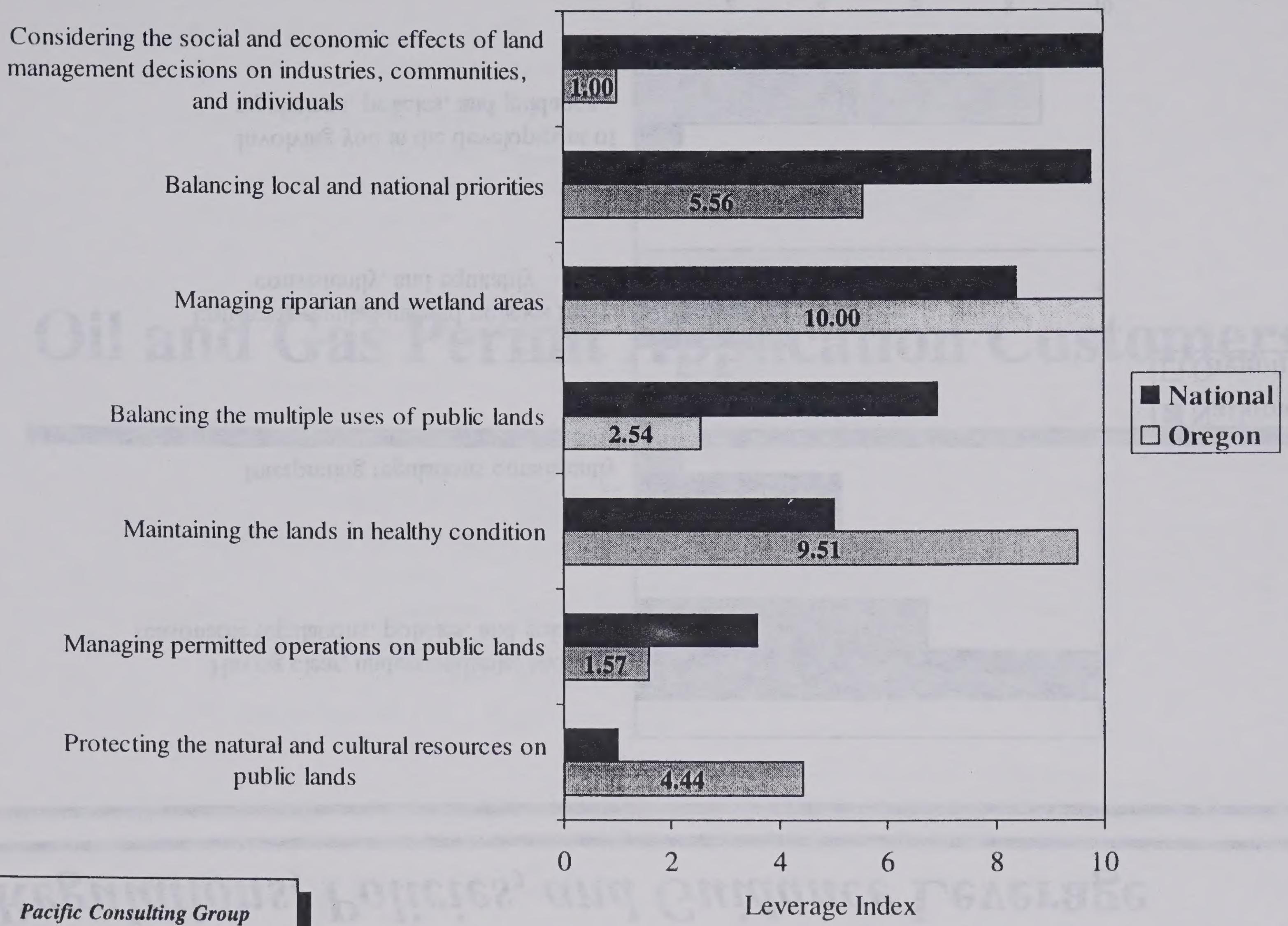
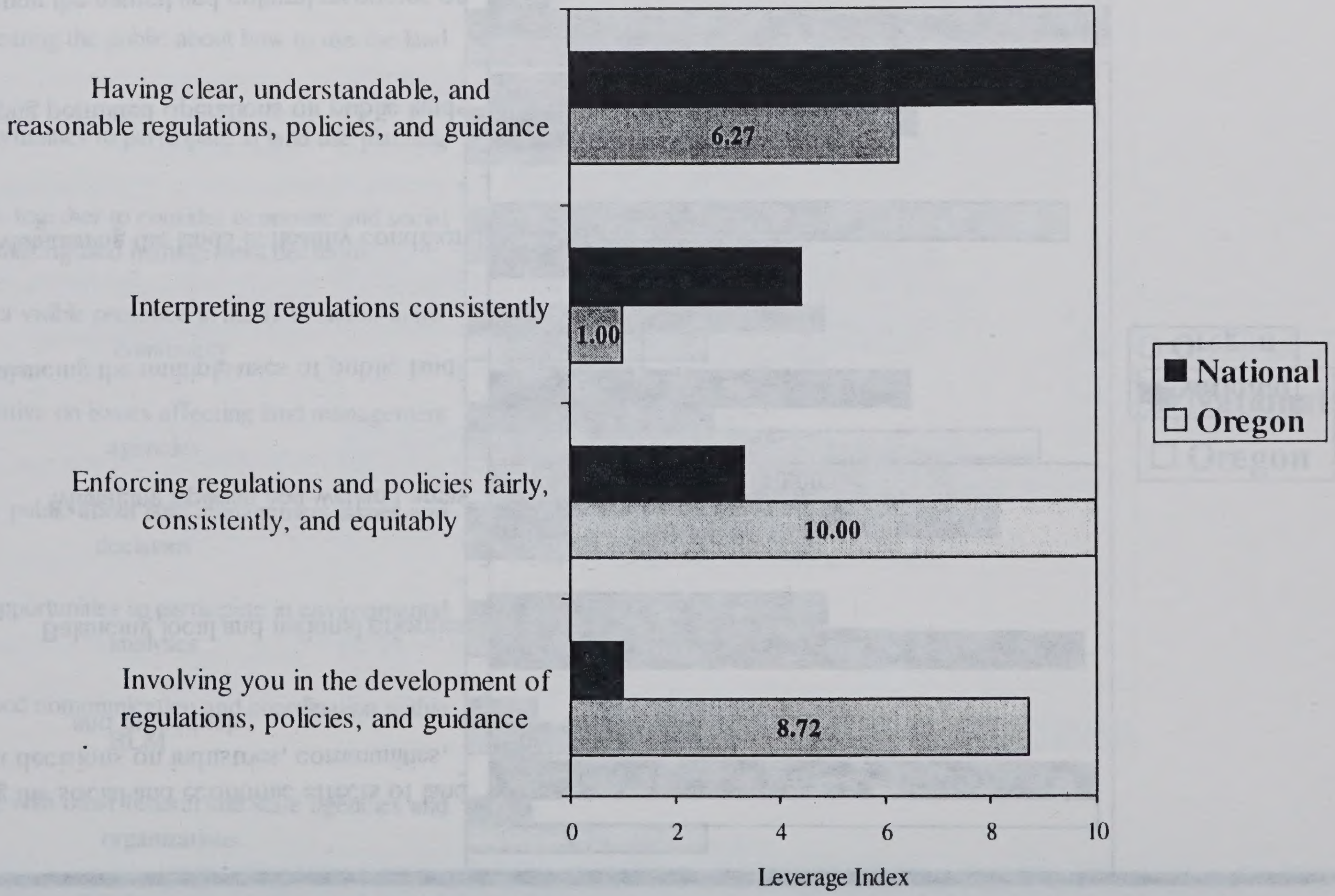
Communicating and Collaborating with the Public Leverage



Resource Management Leverage

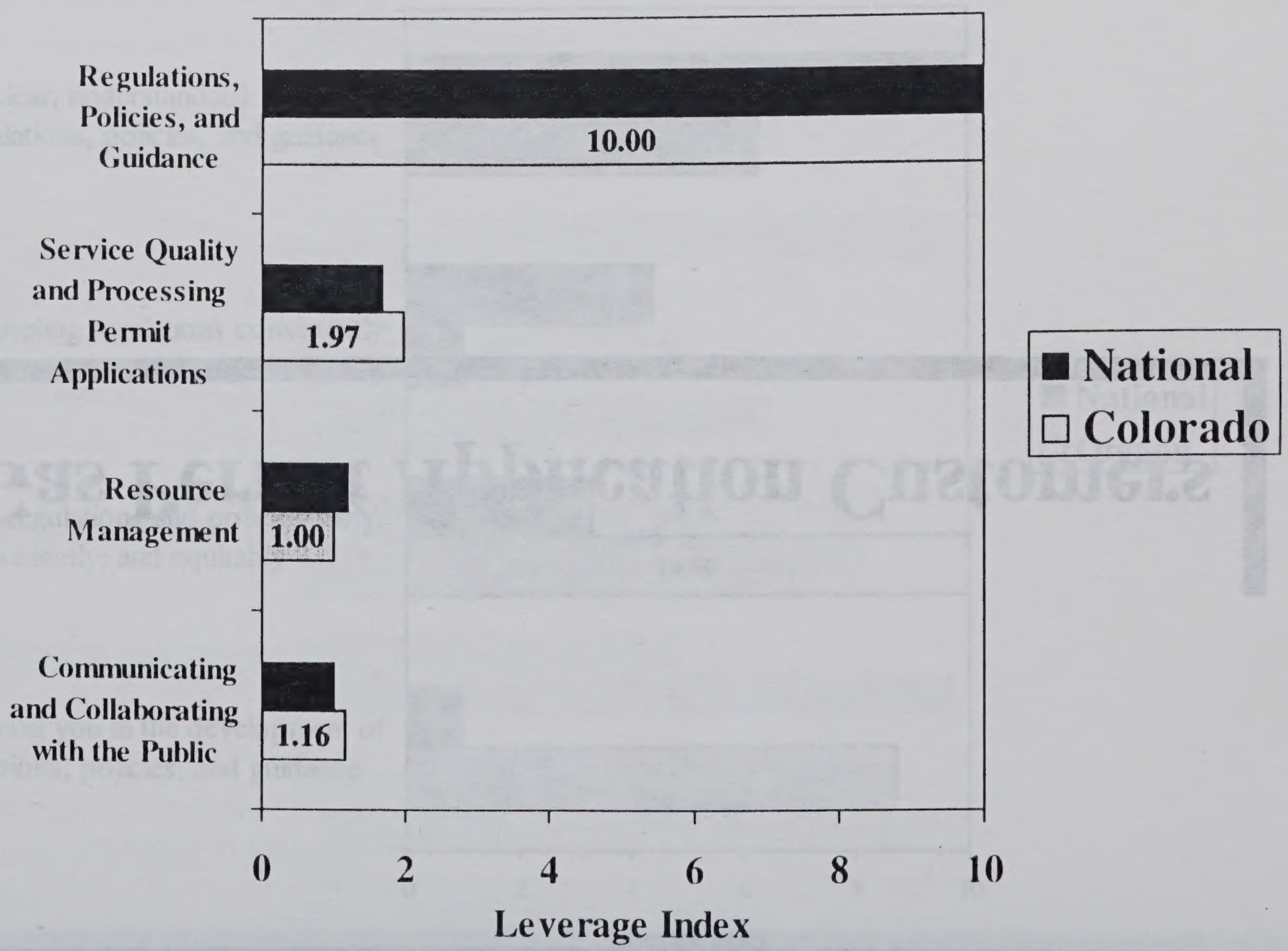


Regulations, Policies, and Guidance Leverage

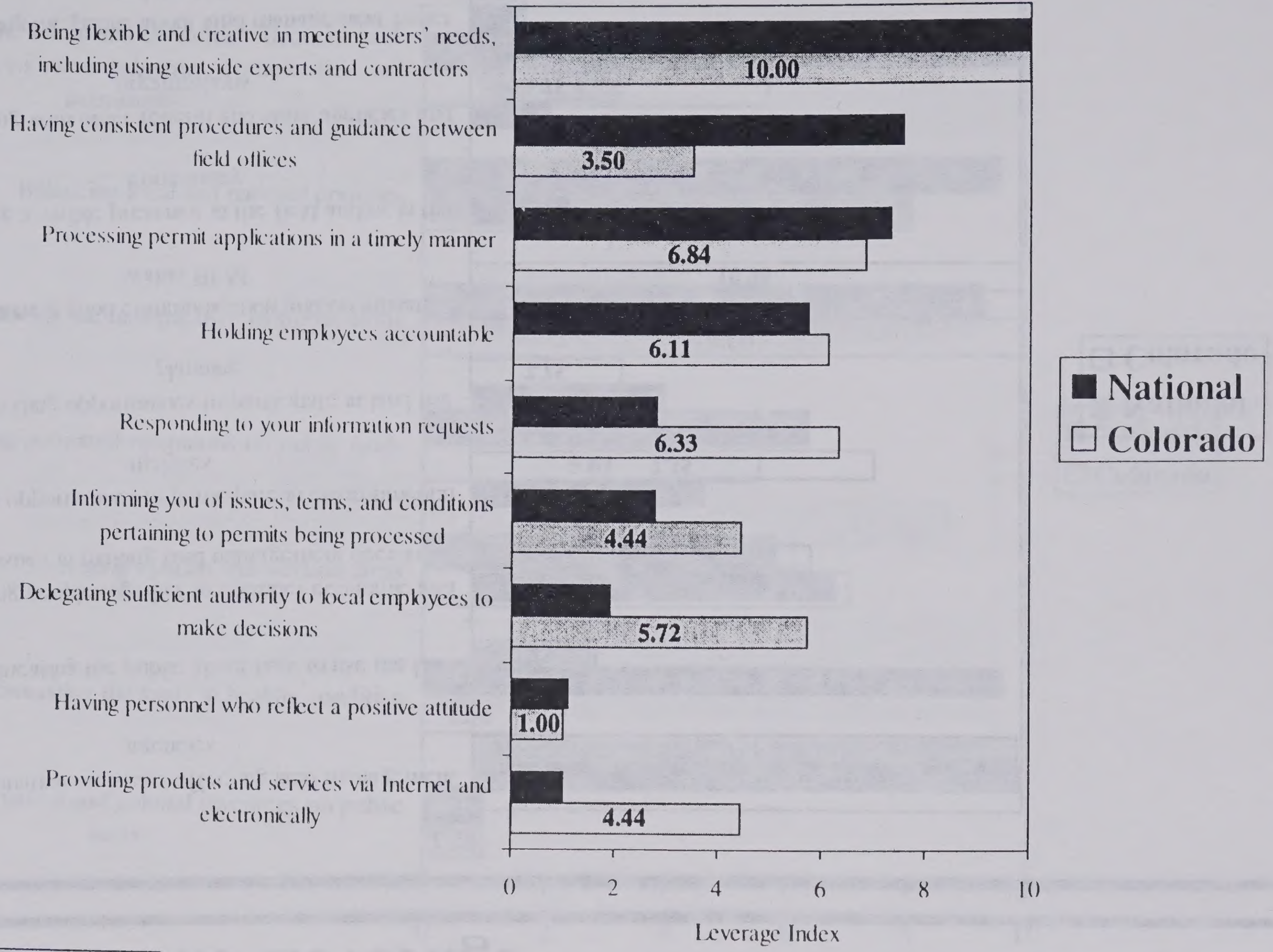


Oil and Gas Permit Application Customers

Arena-Level Leverage



Service Quality and Processing Proposals Leverage



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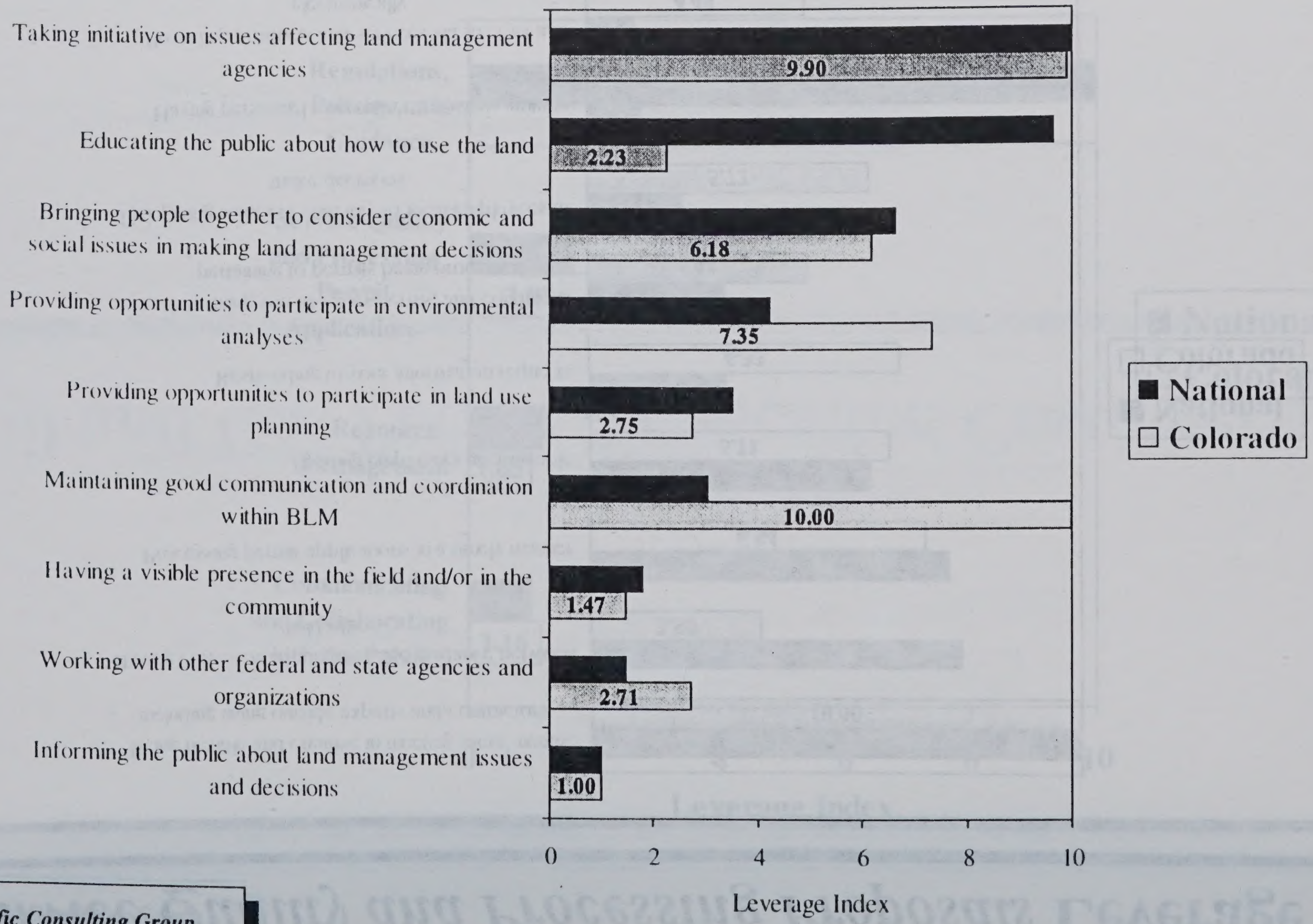
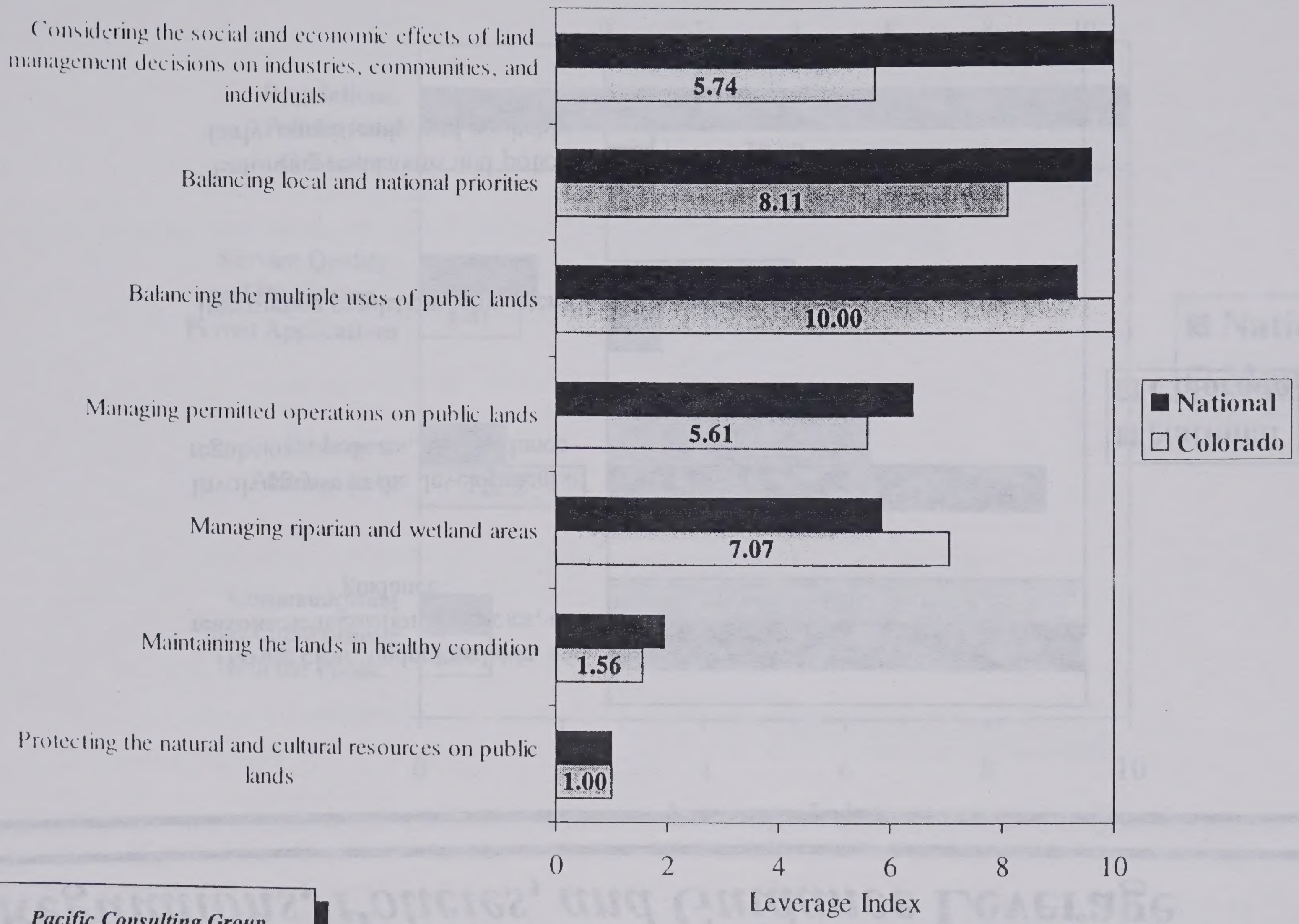


Resource Management Leverage



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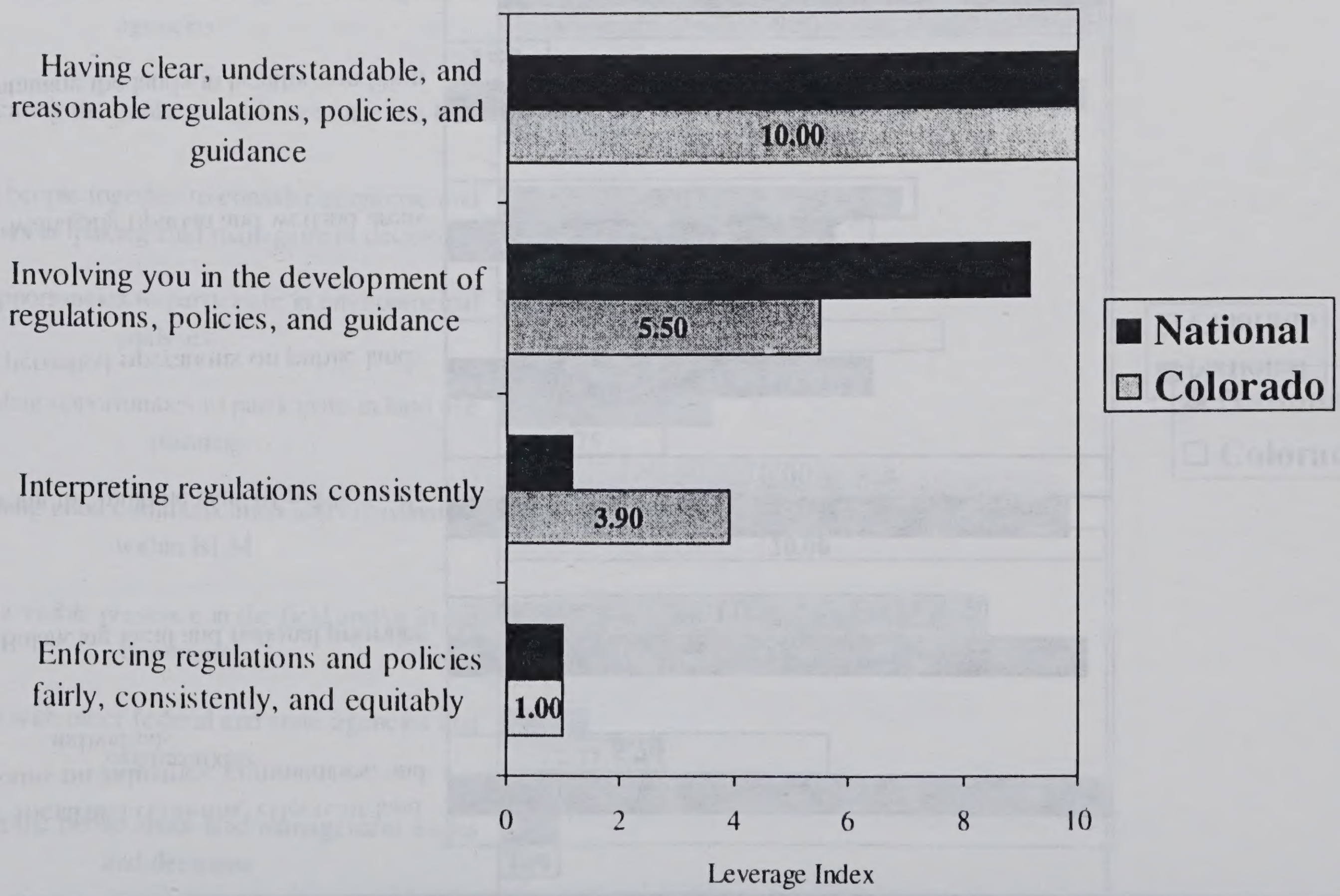

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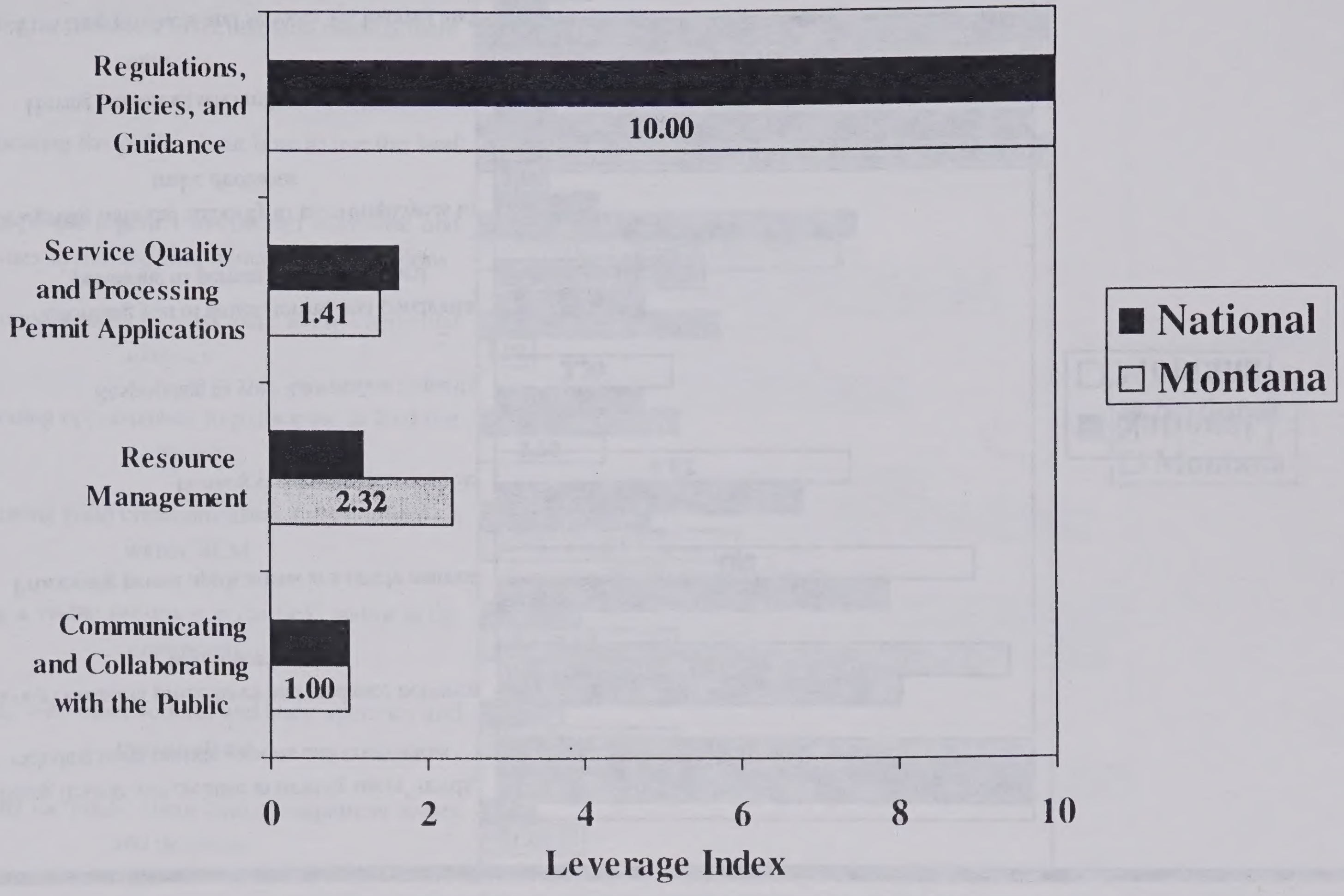

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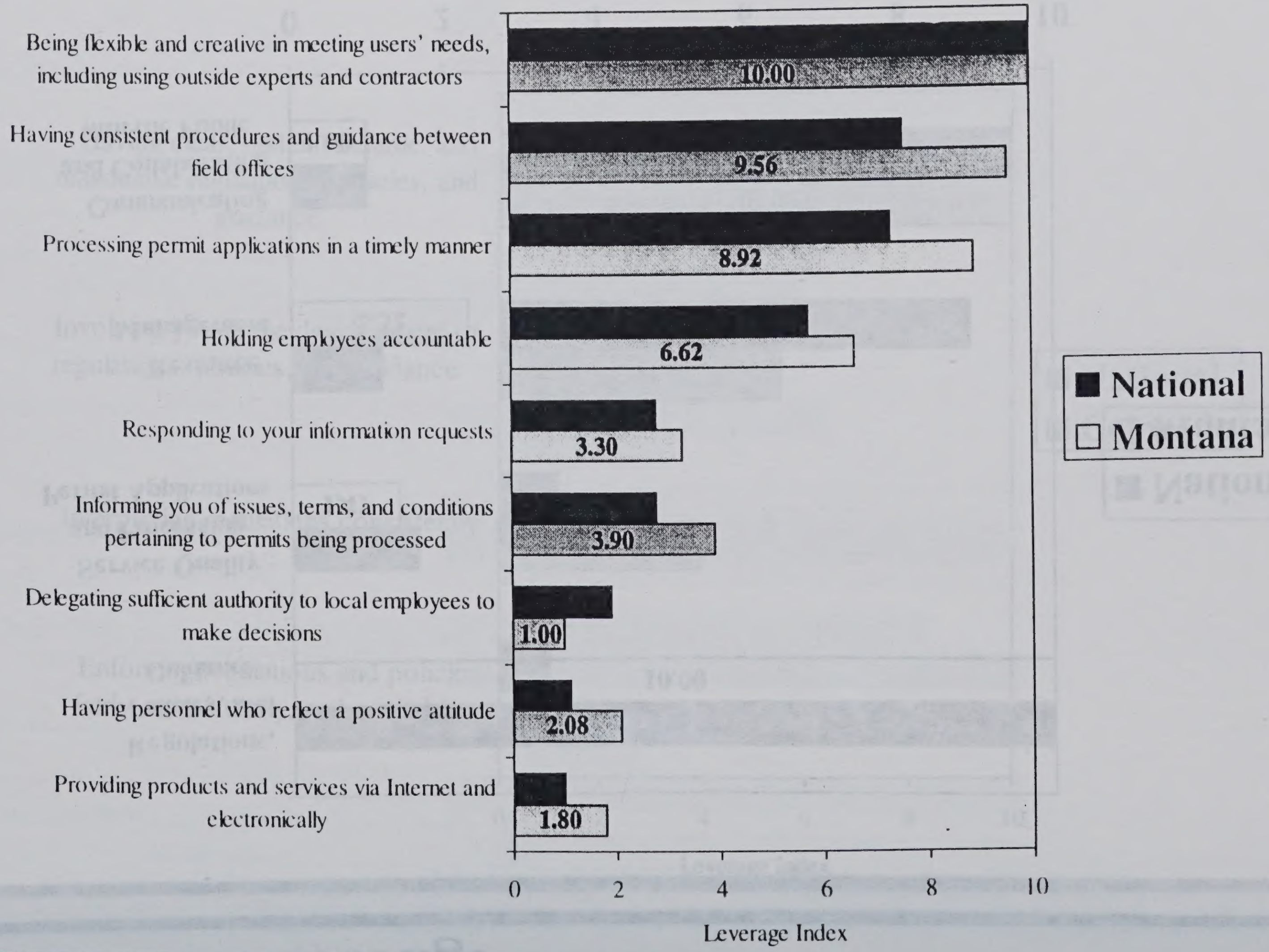

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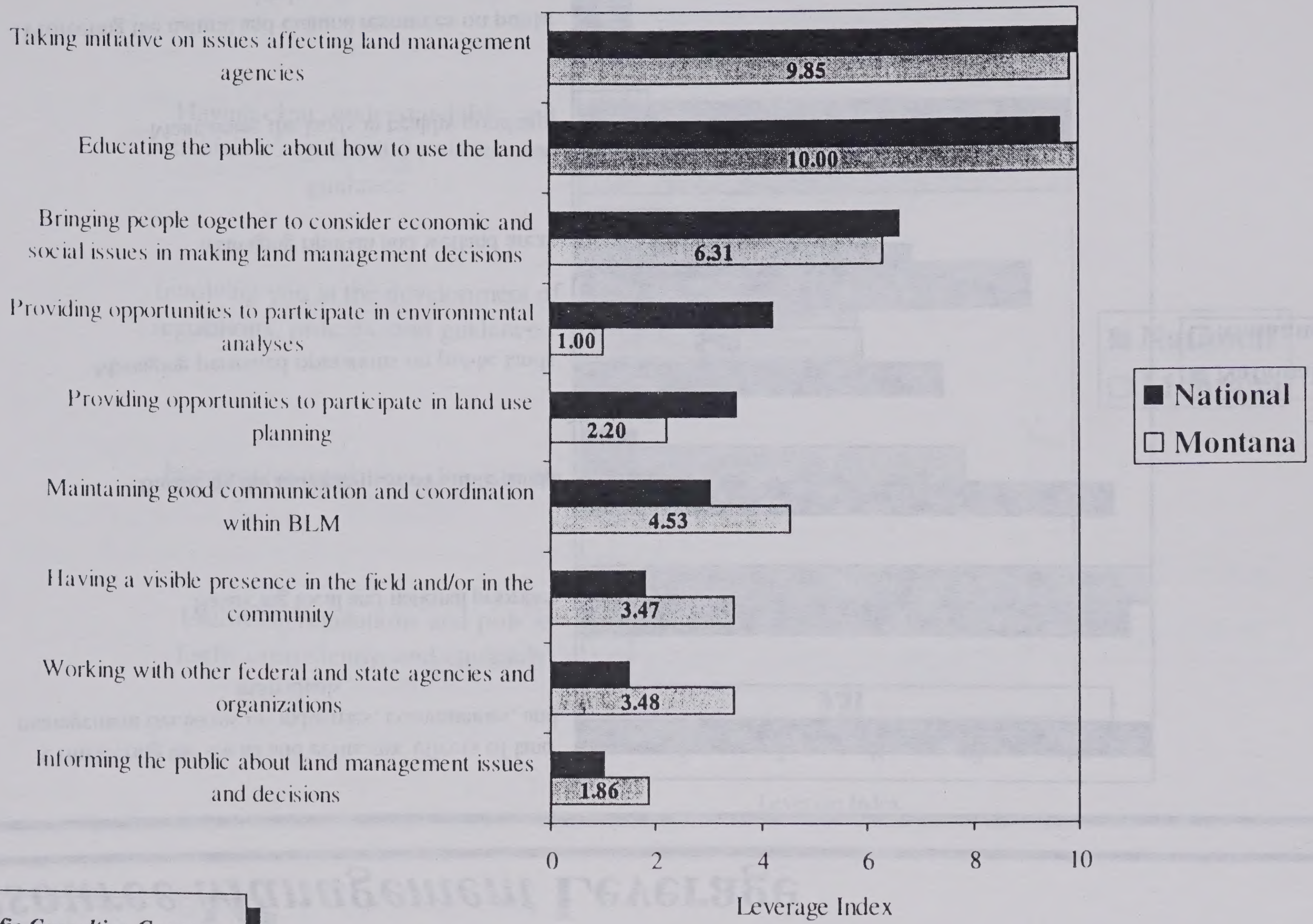

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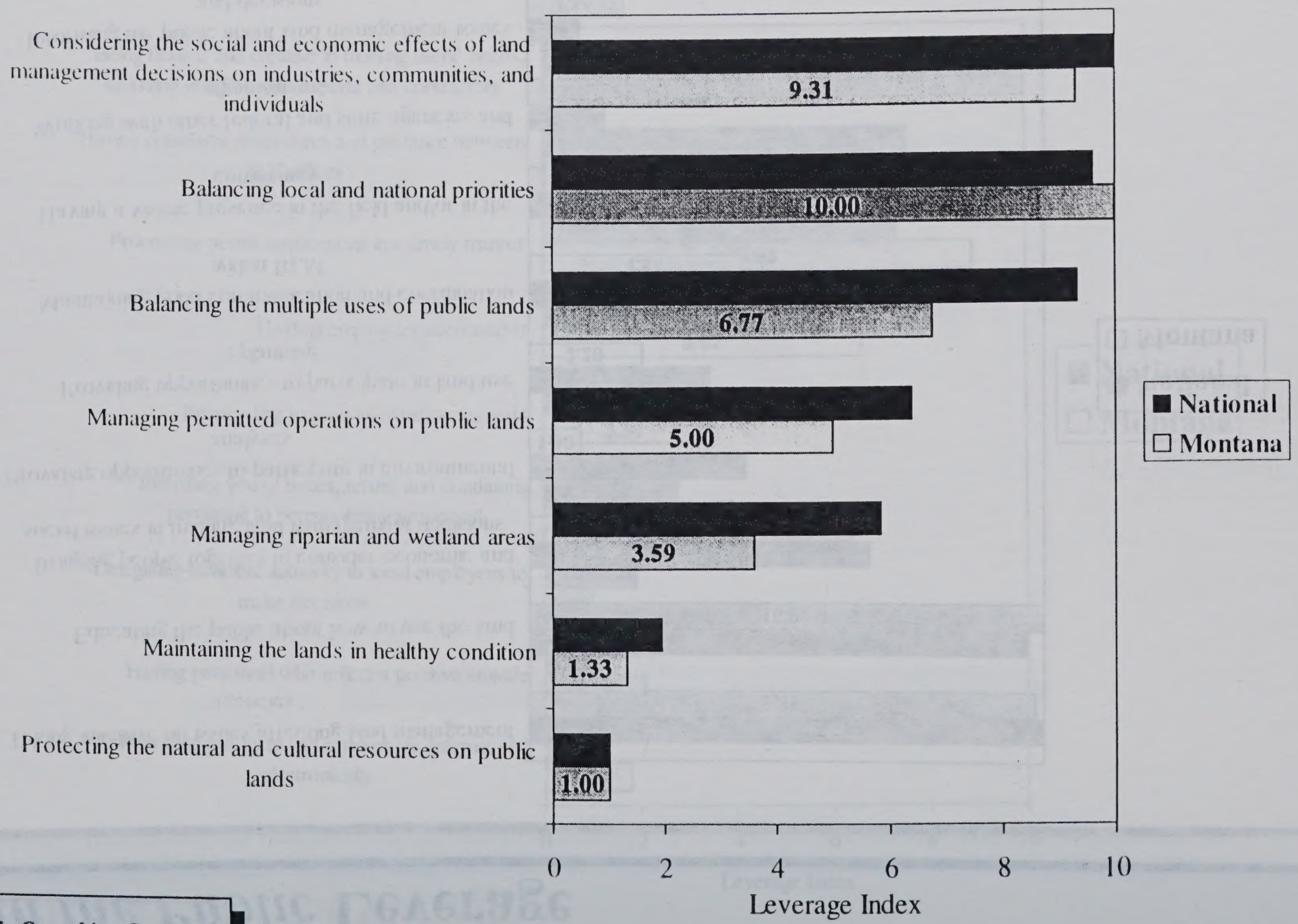

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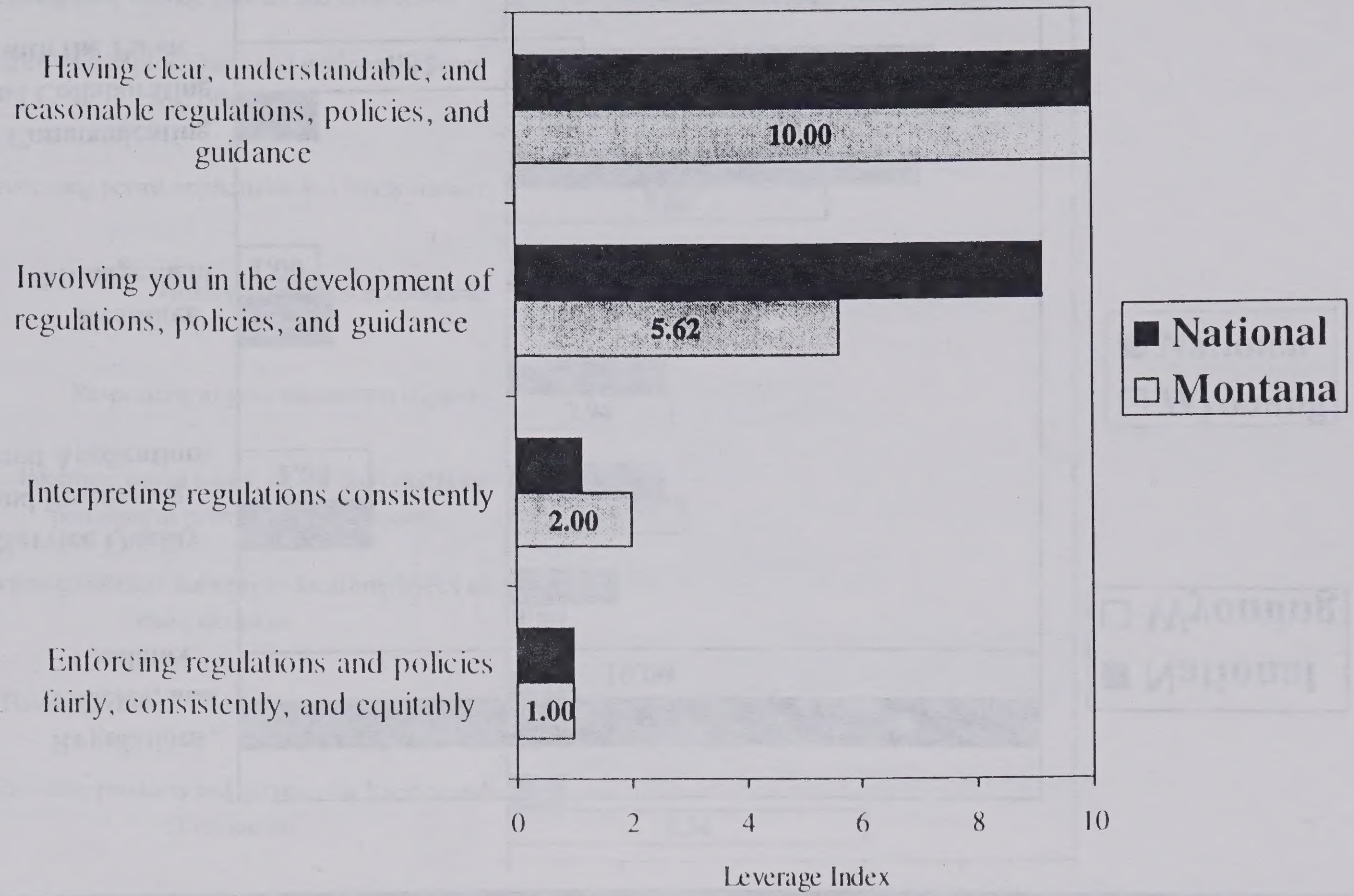

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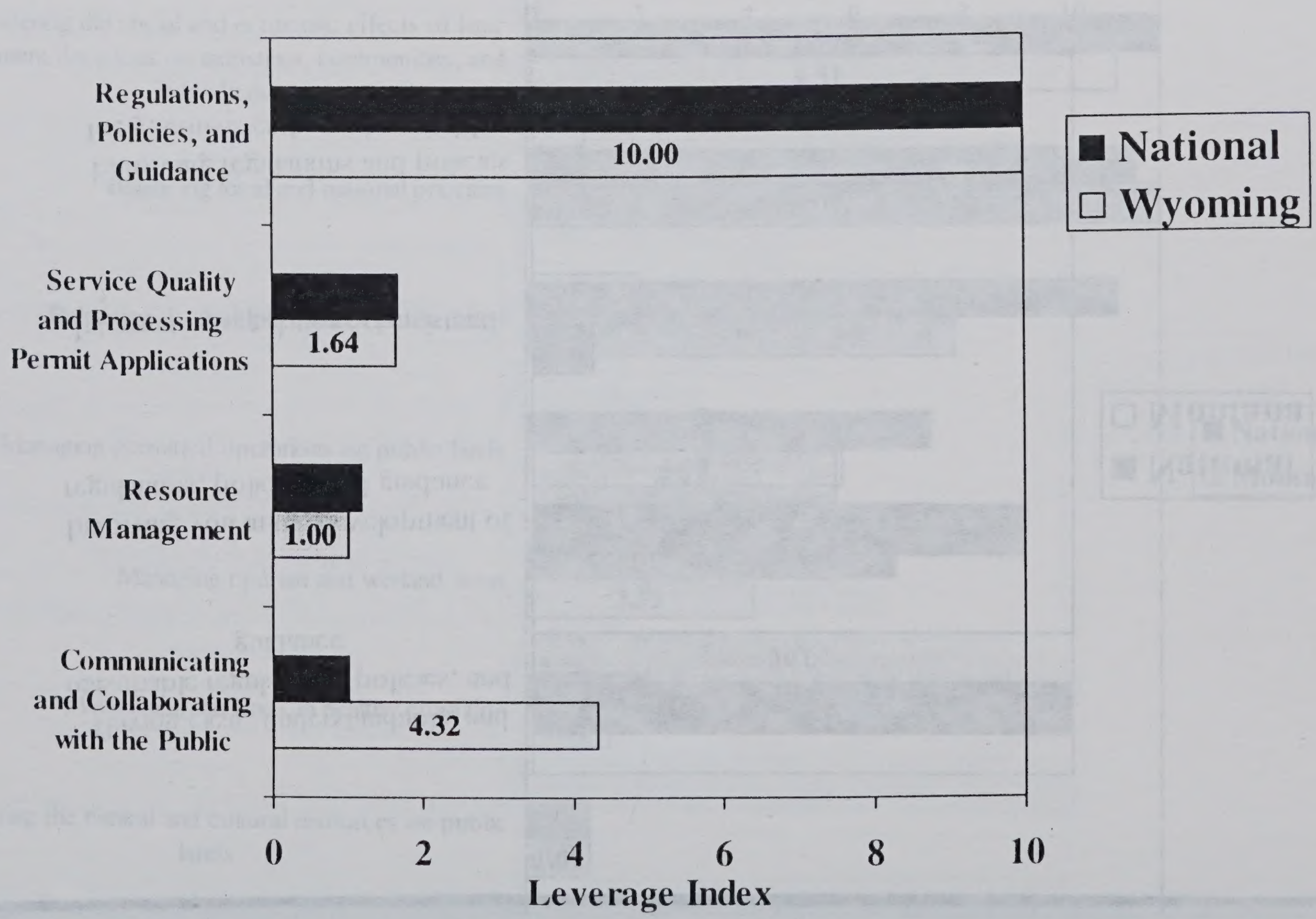

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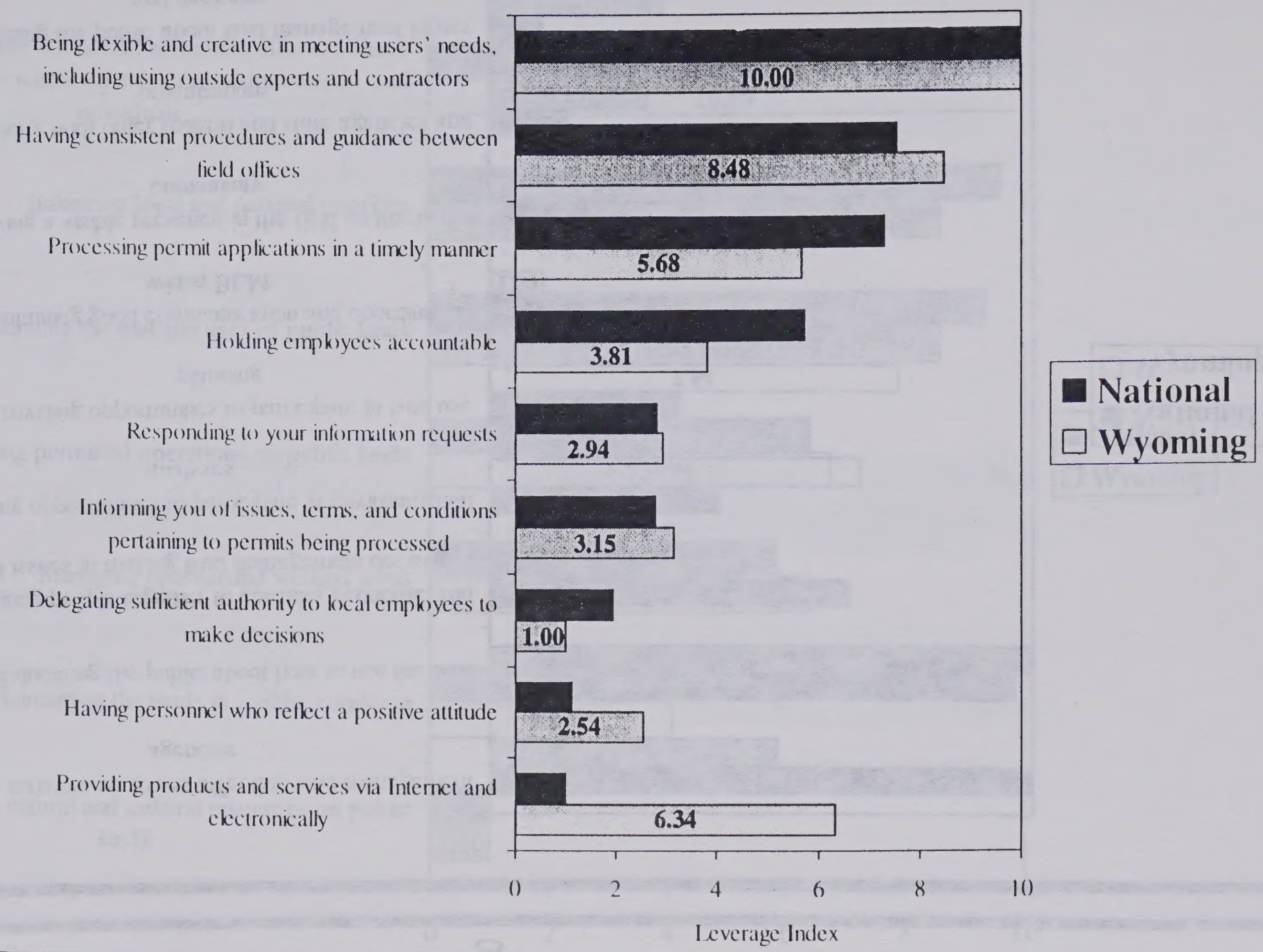
Service Quality and Processing Proposals Leverage



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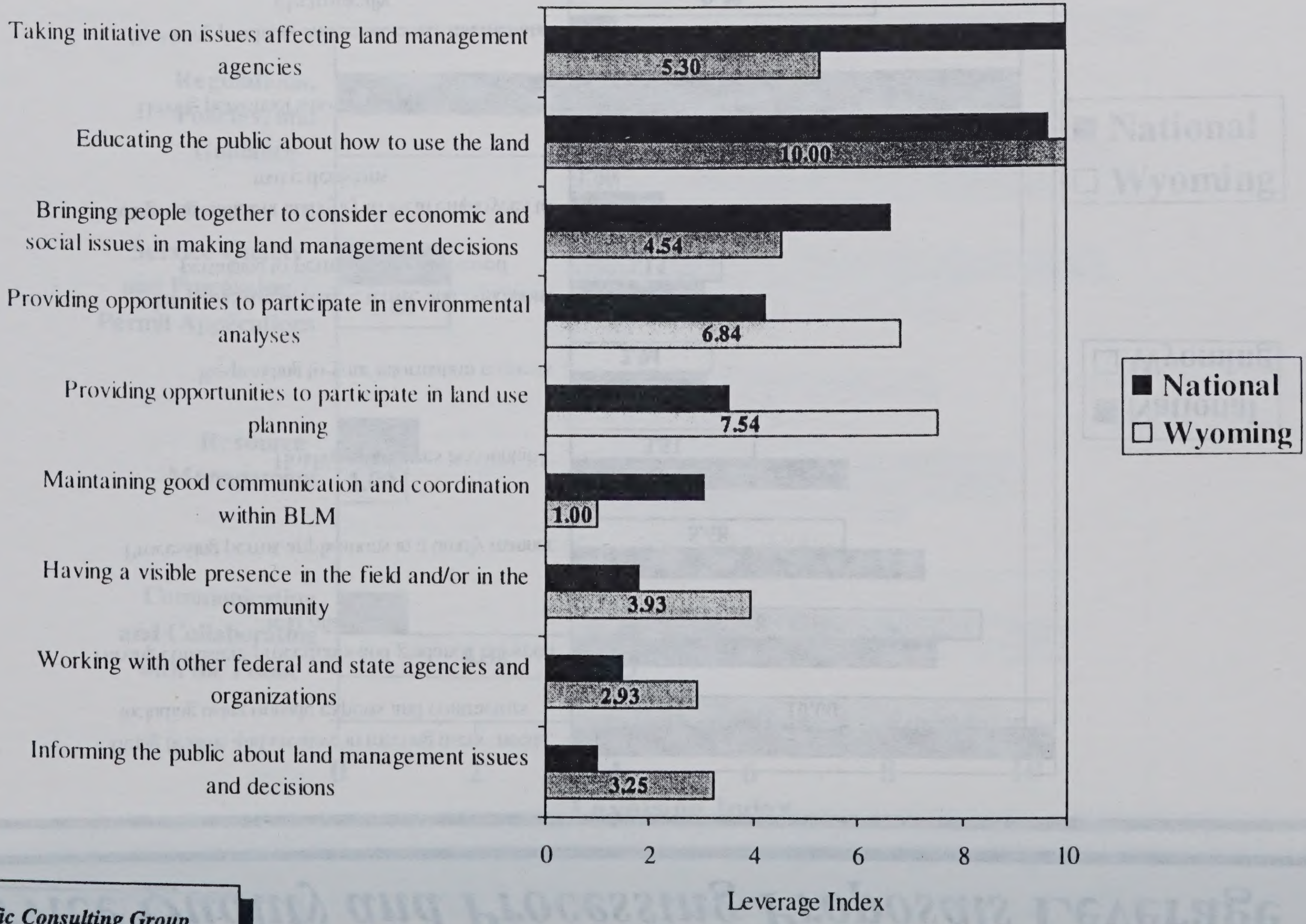
Communicating and Collaborating with the Public Leverage



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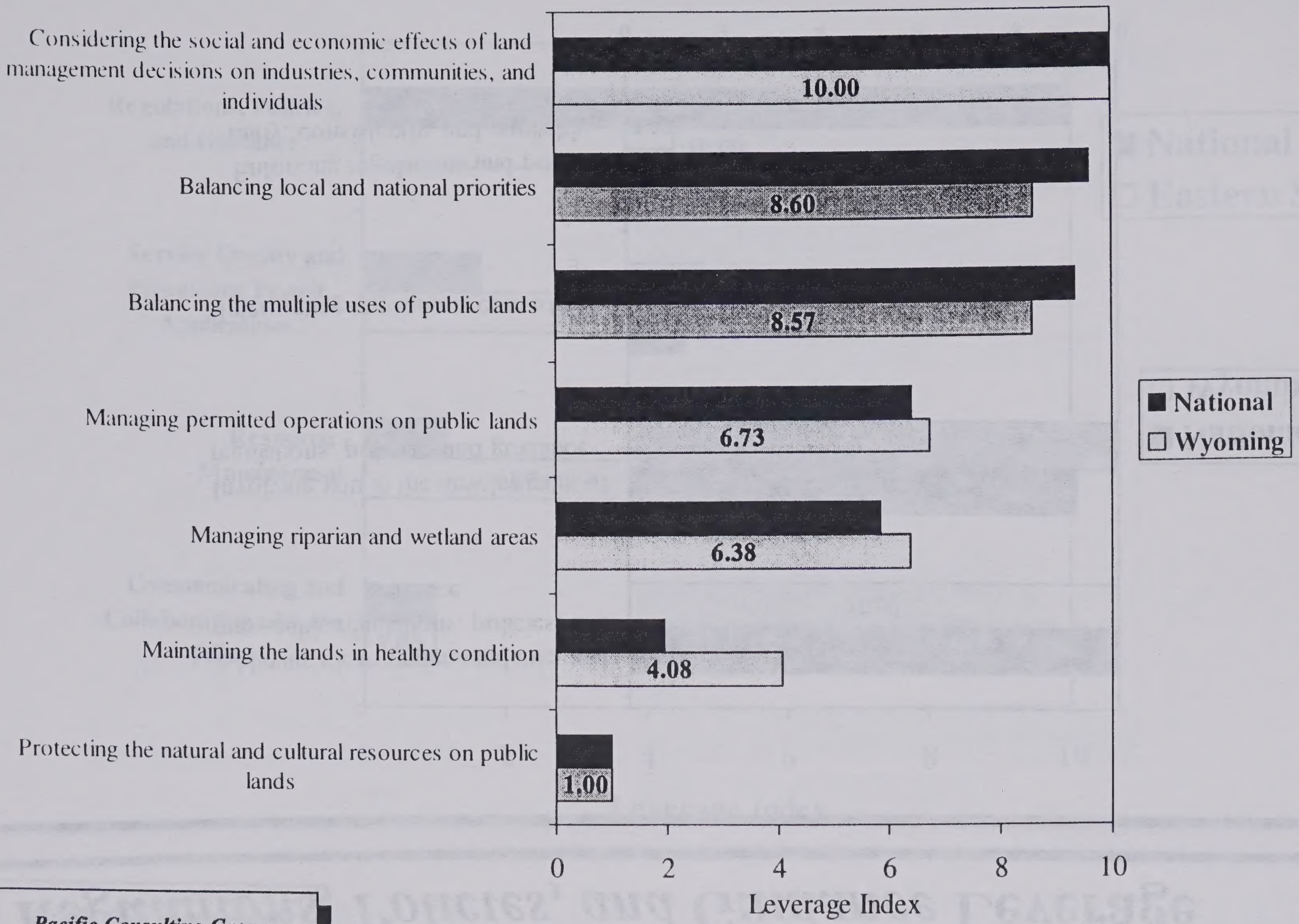

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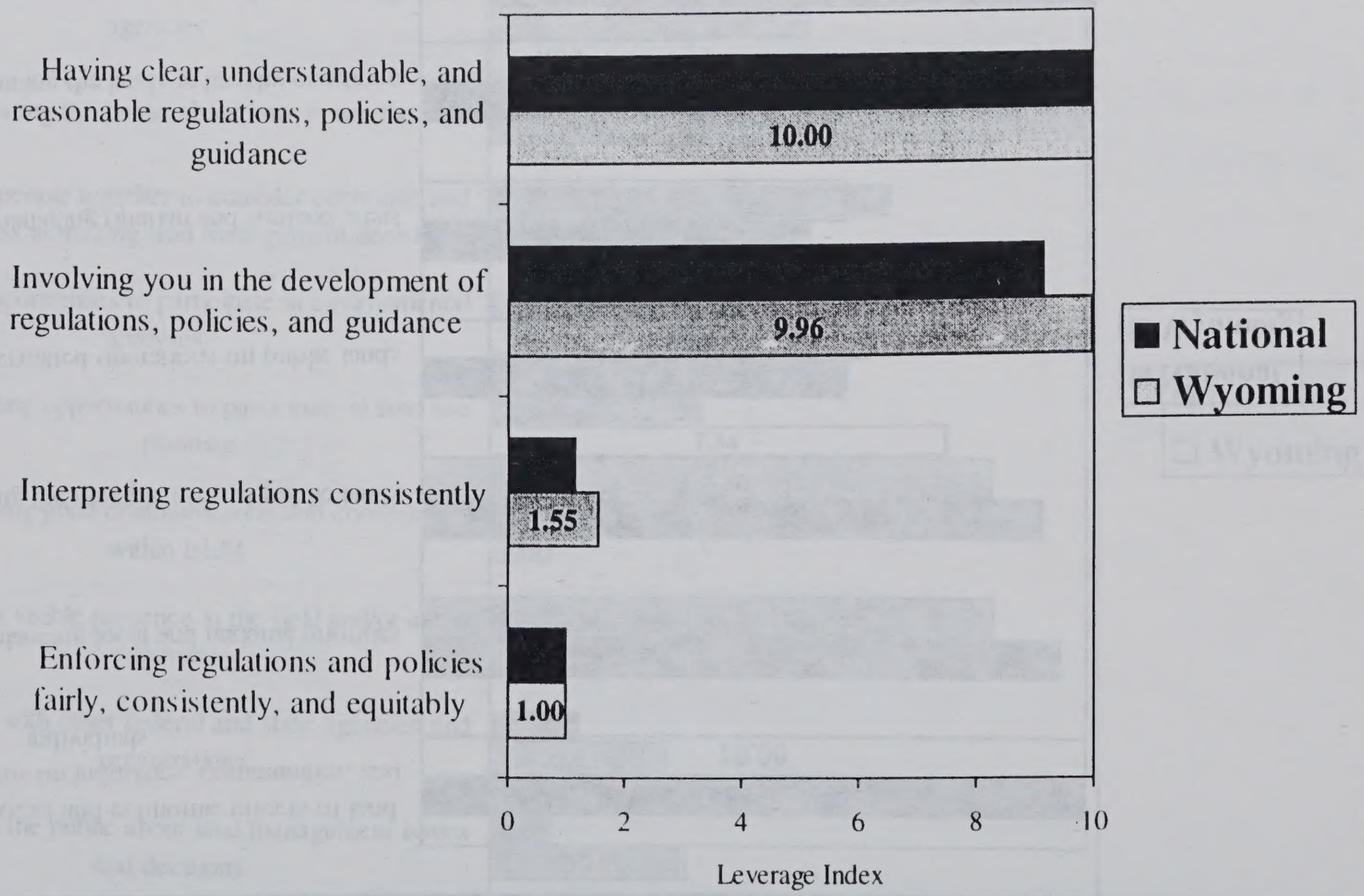

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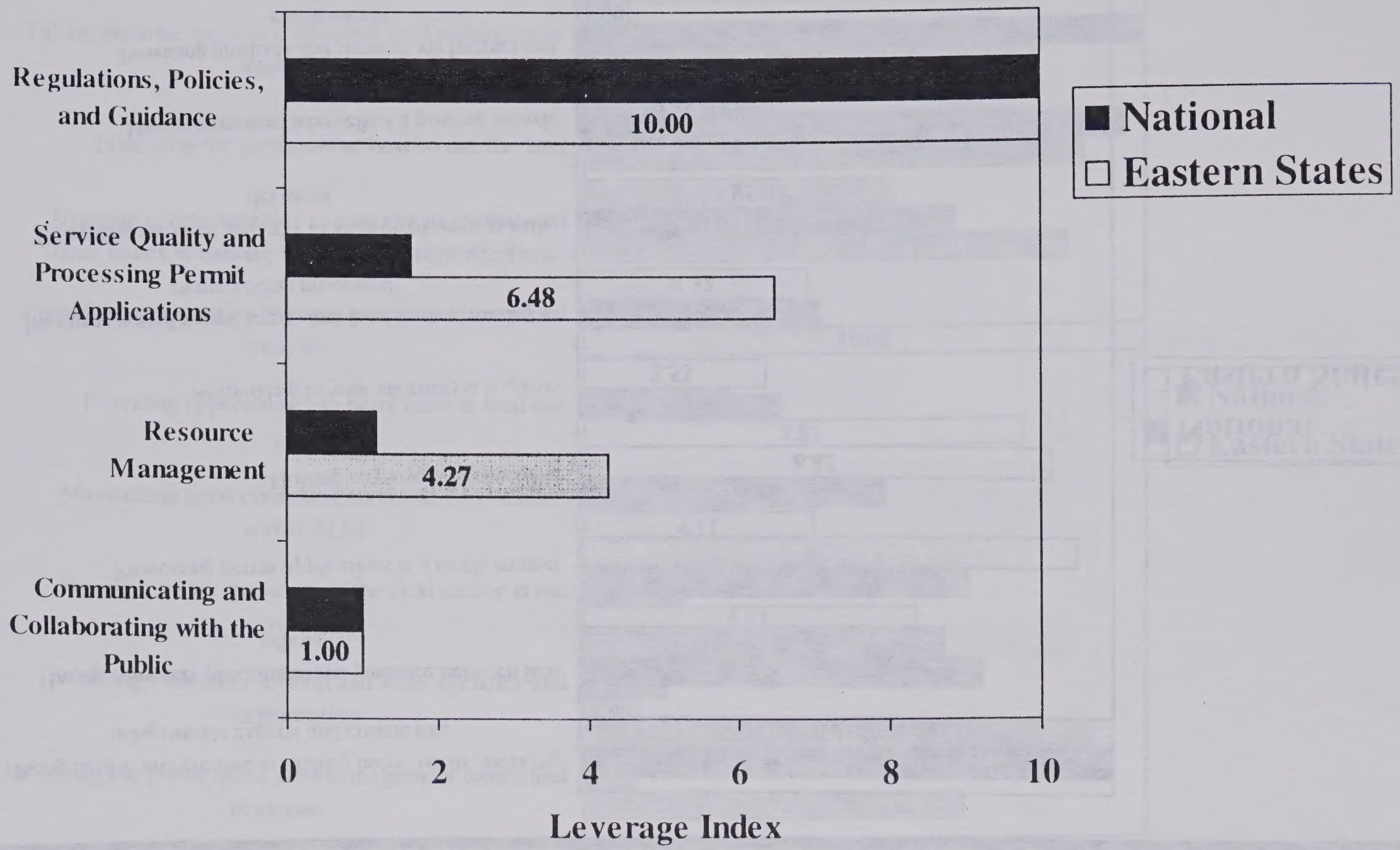

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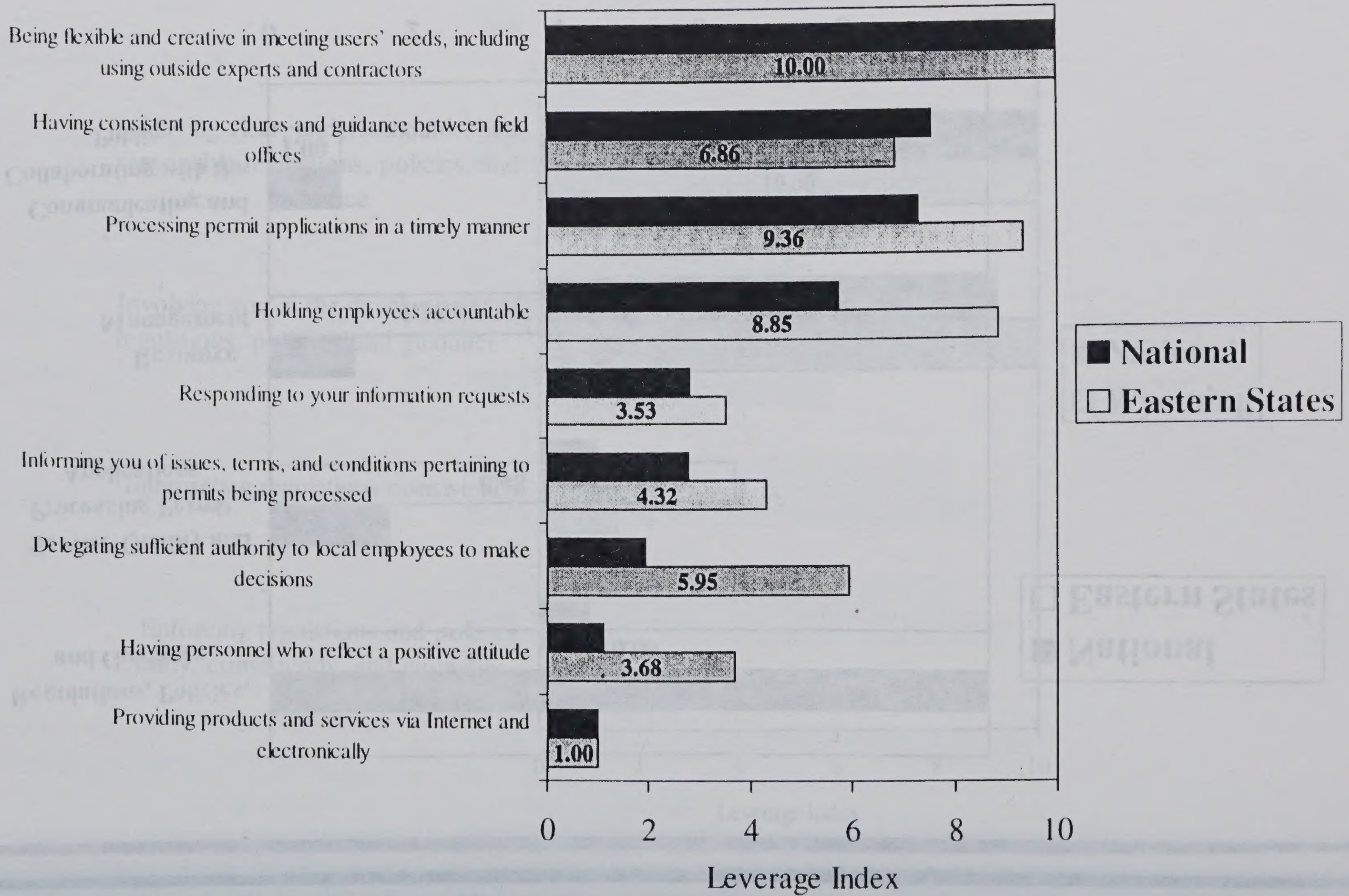
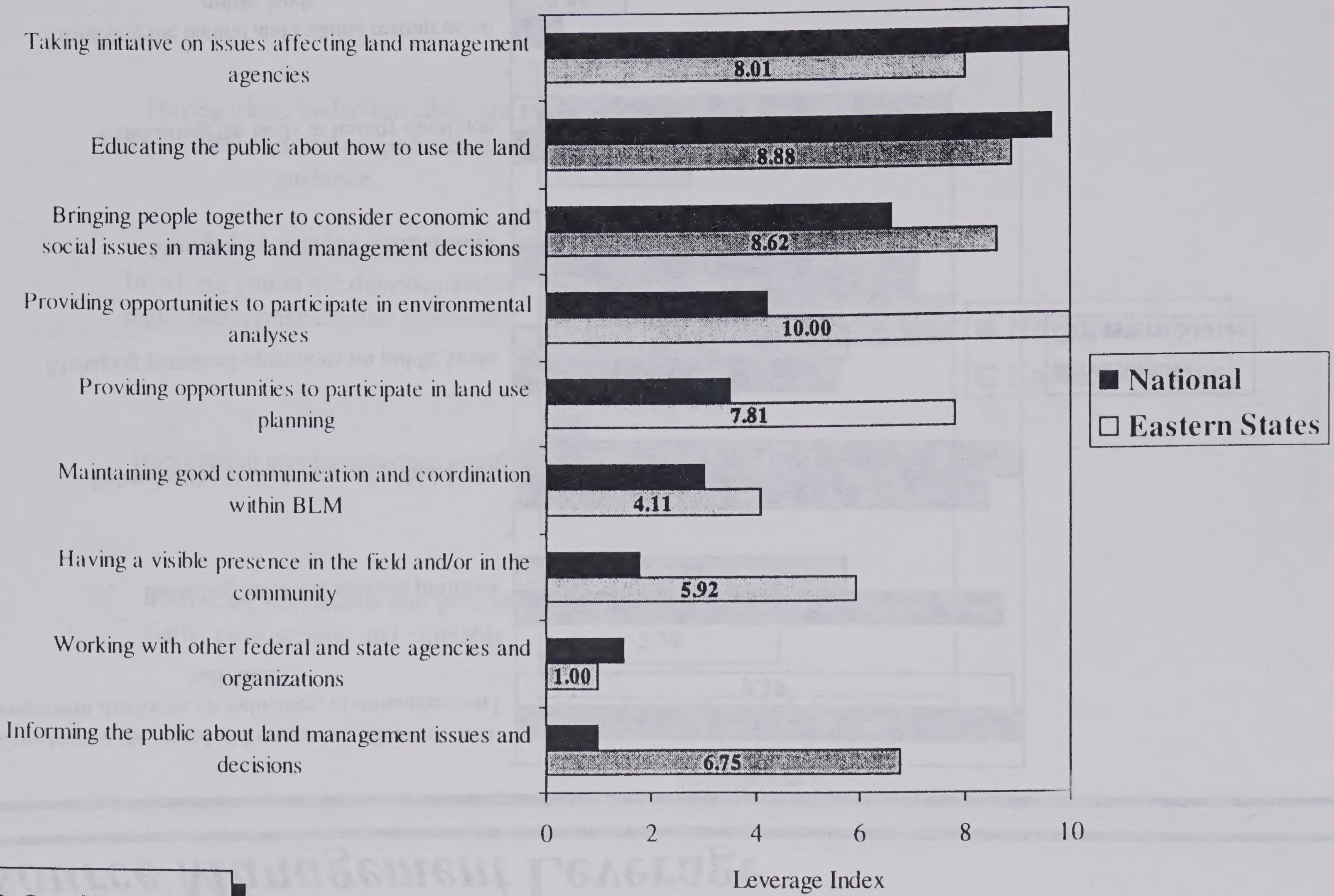


Communicating and Collaborating with the Public Leverage



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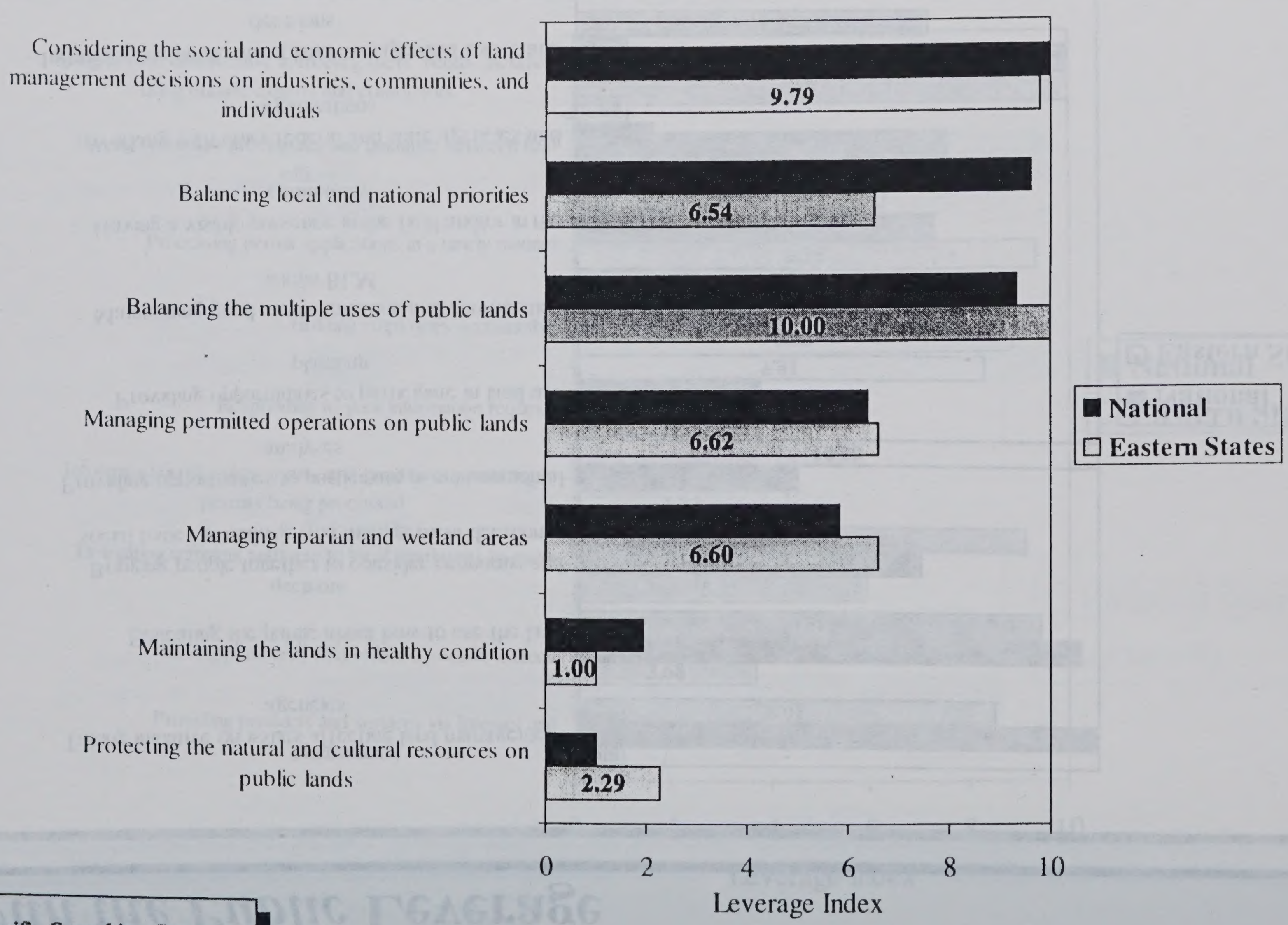

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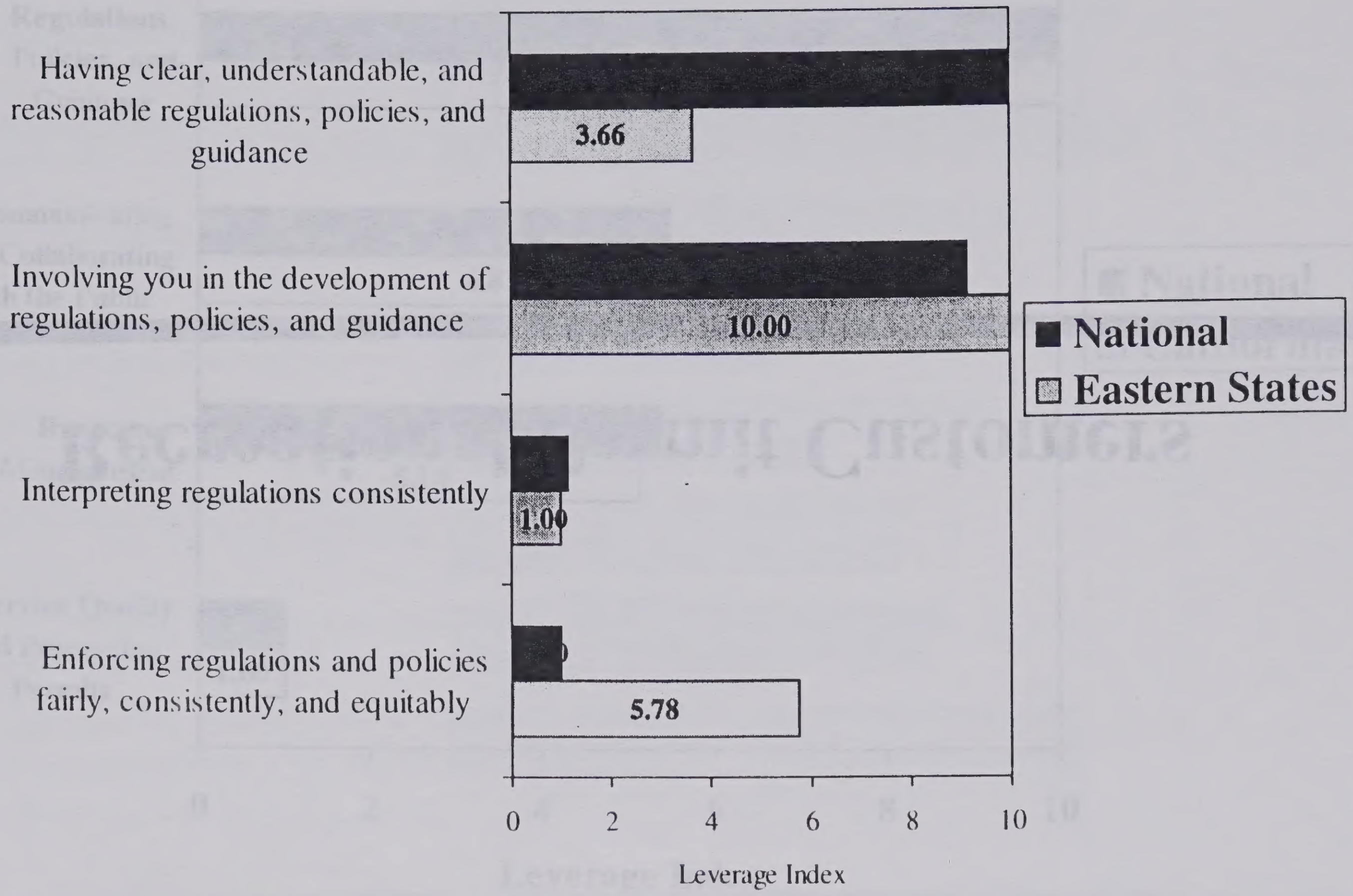

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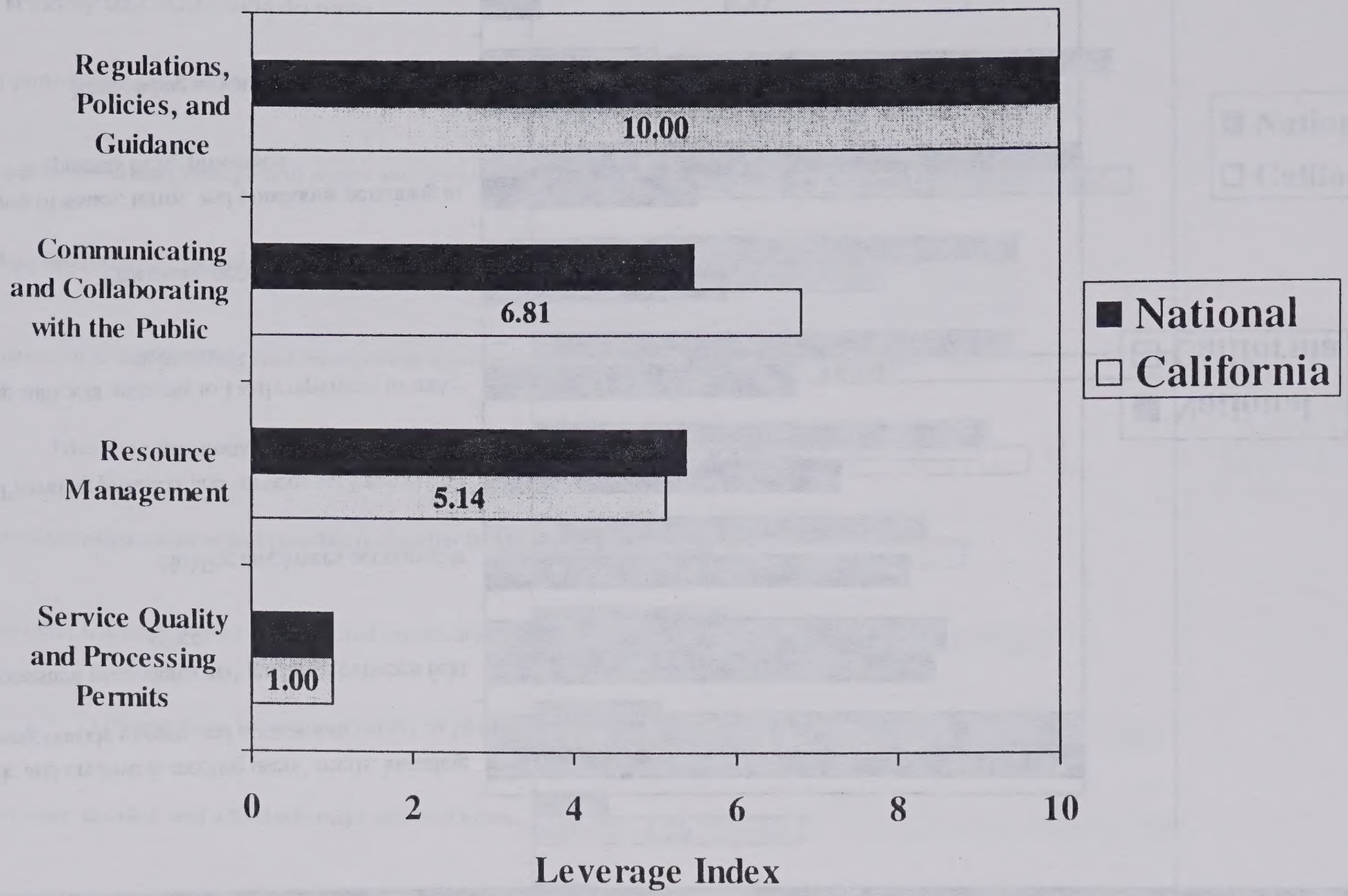
Recreational Permit Customers

Arena-Level Leverage



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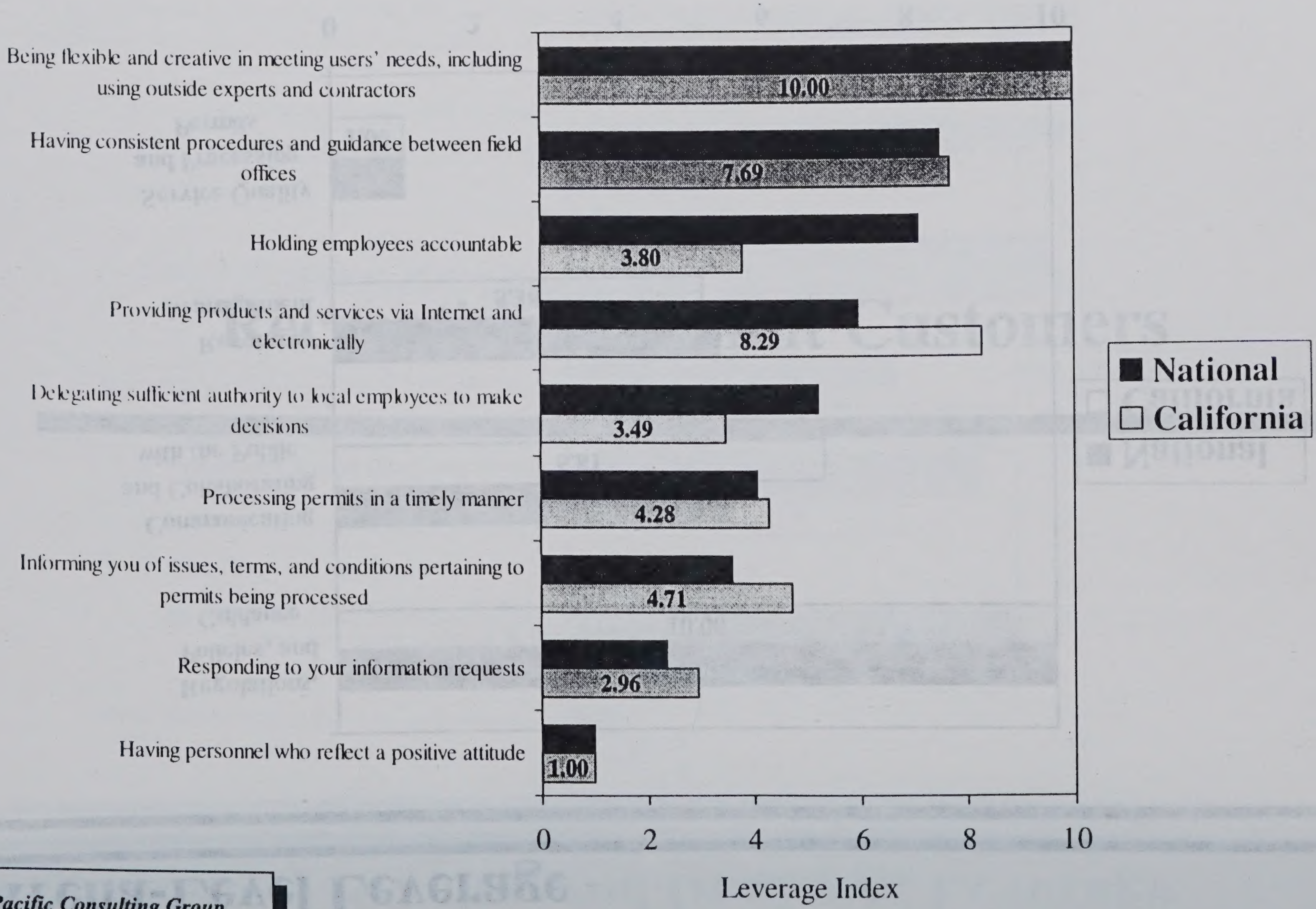
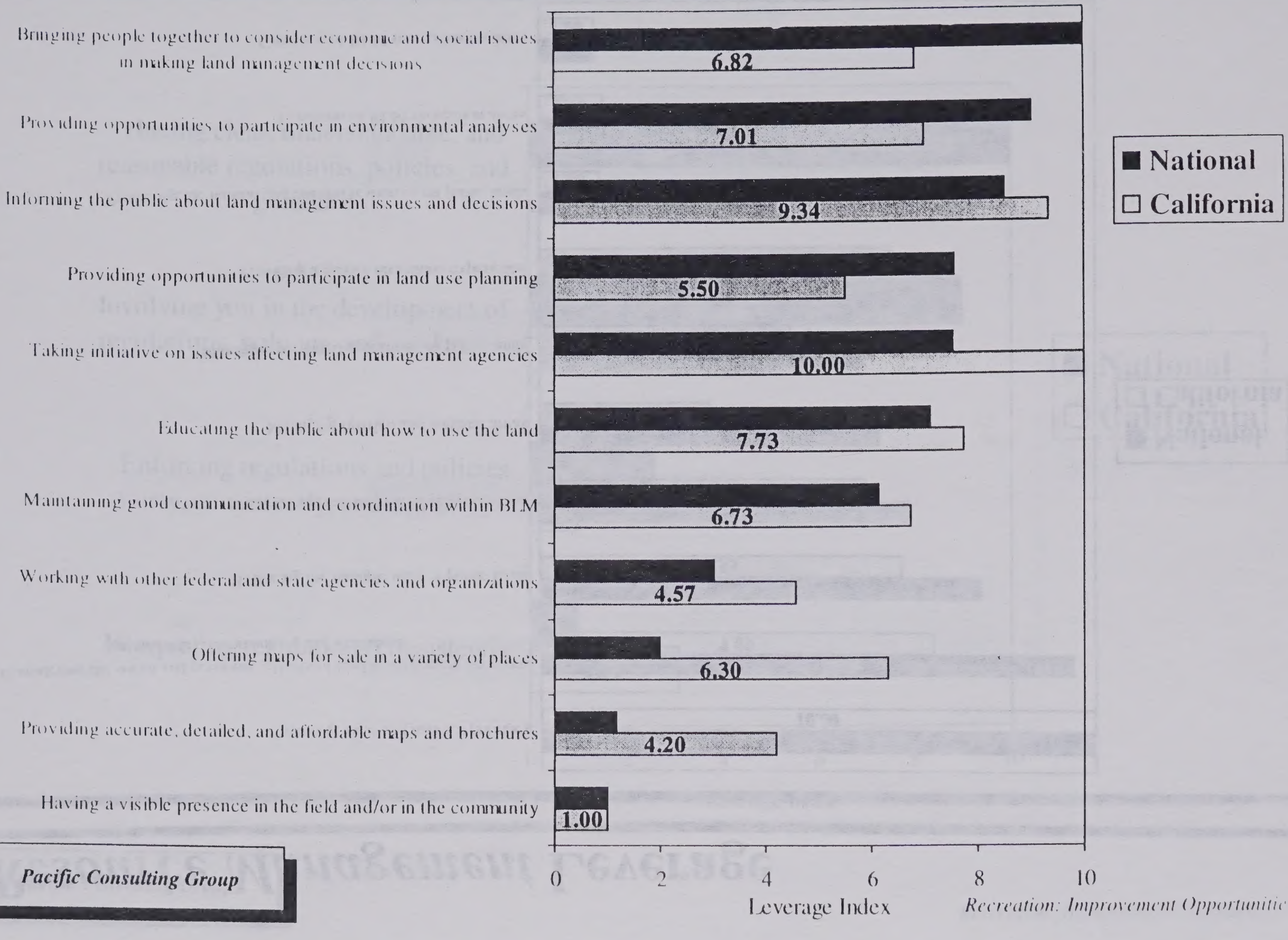


Communicating and Collaborating with the Public Leverage



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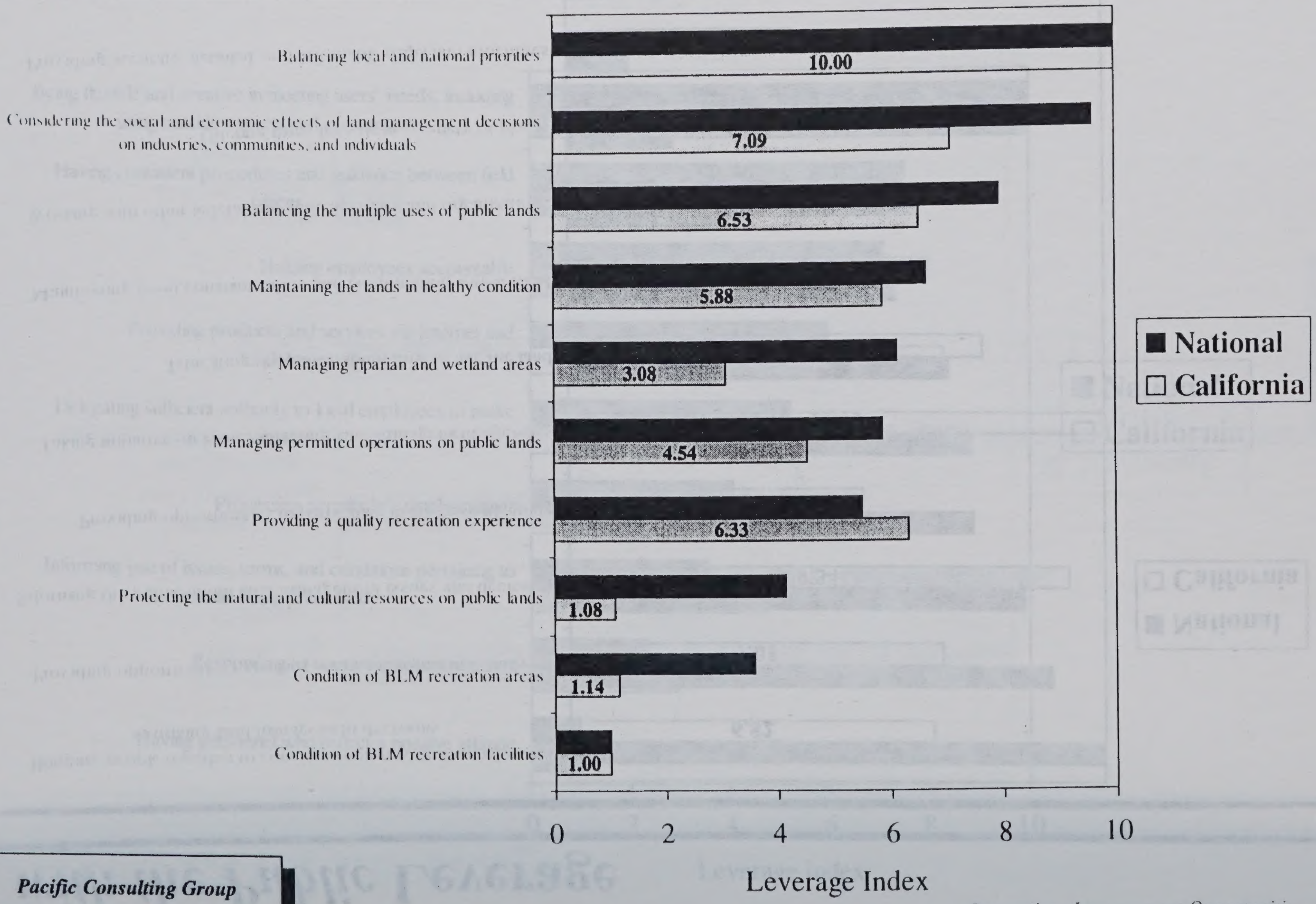

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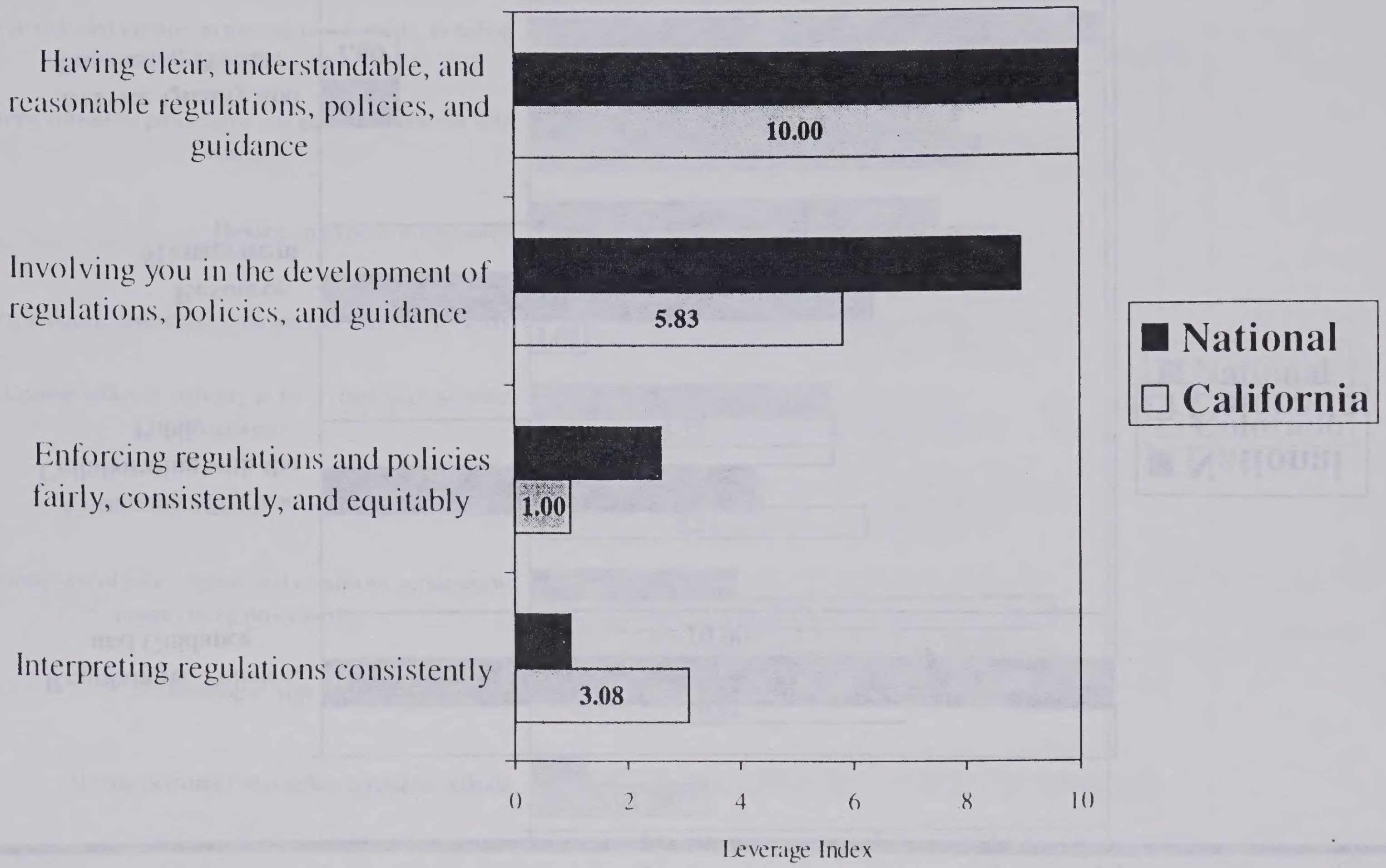

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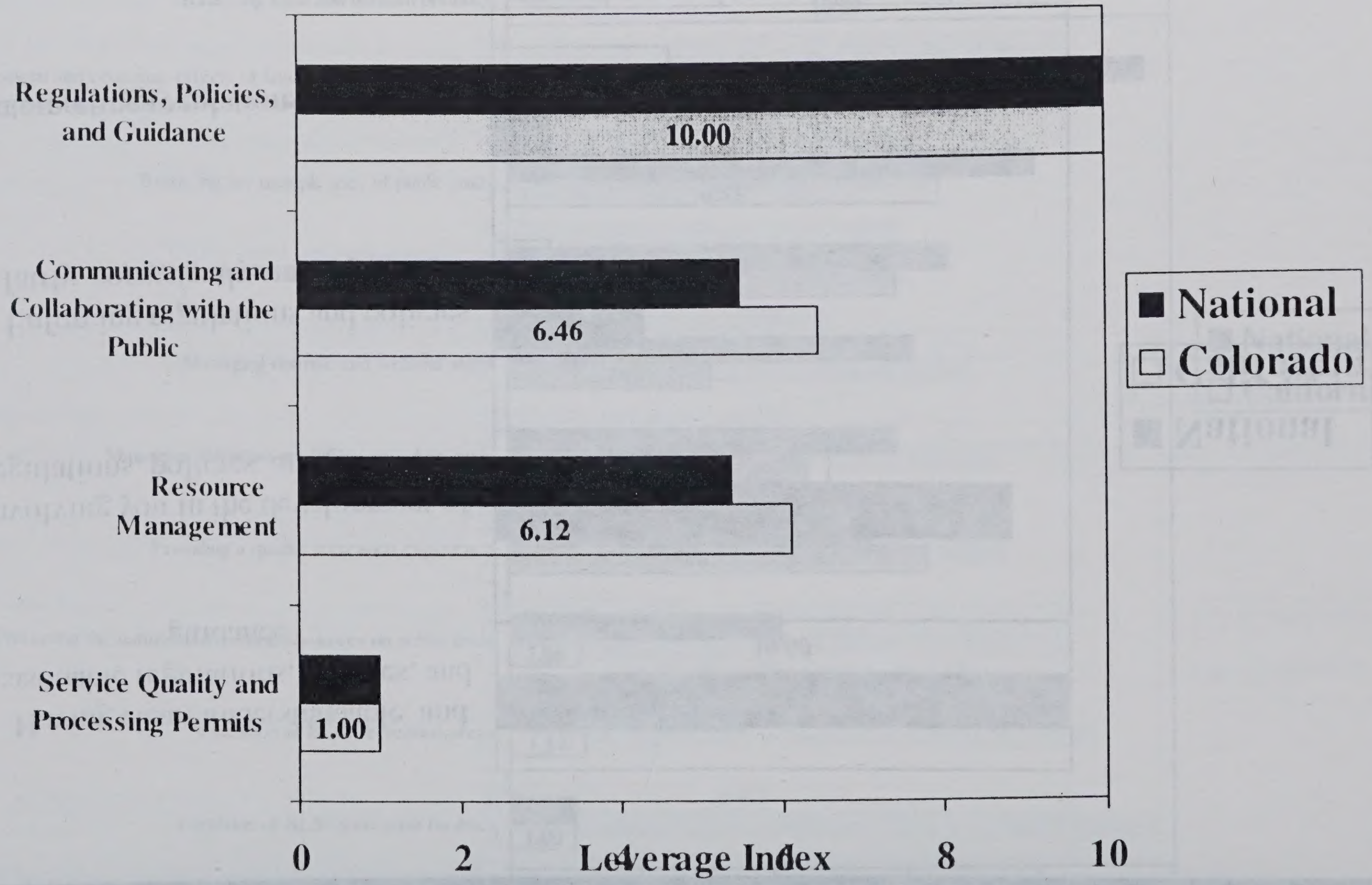

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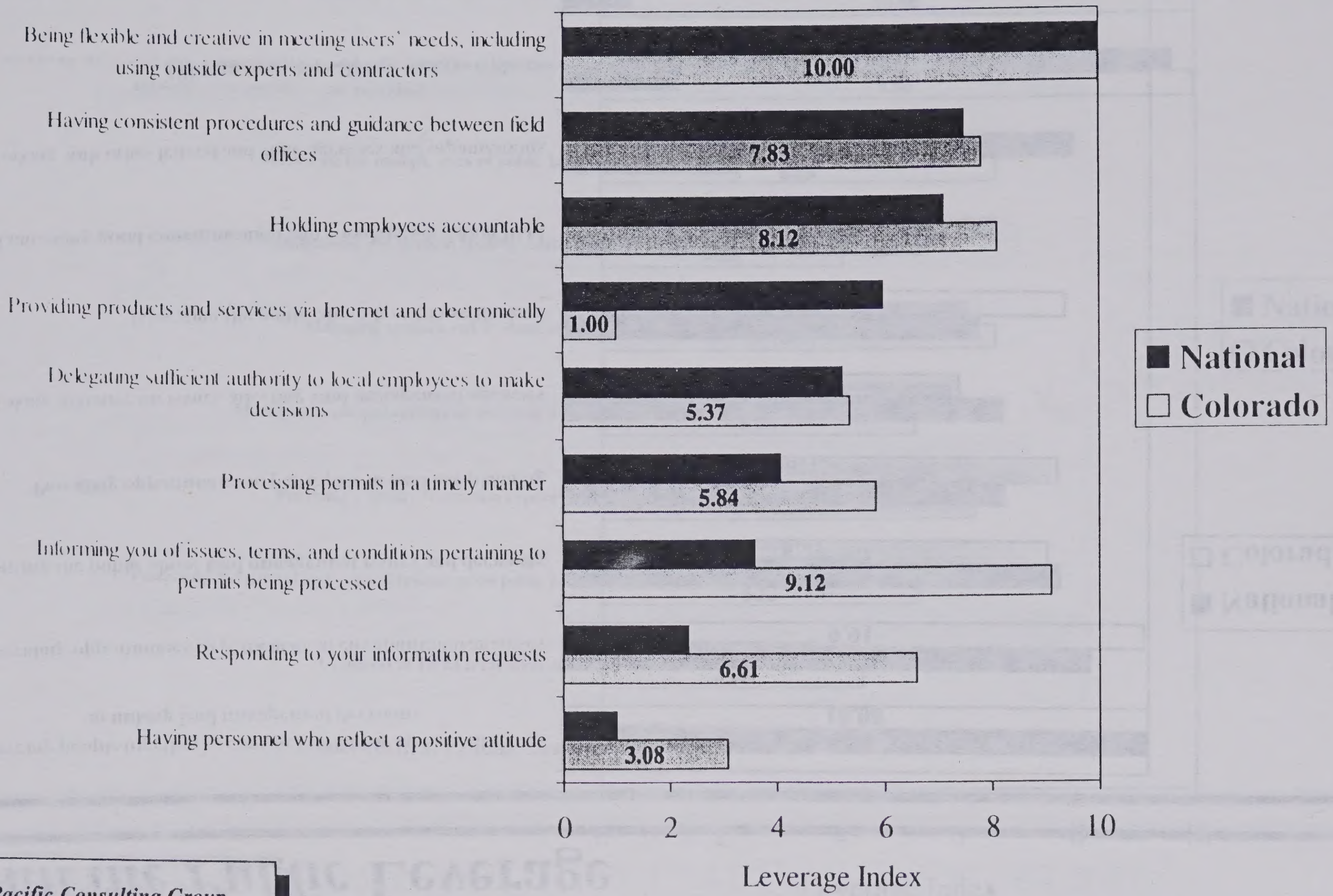

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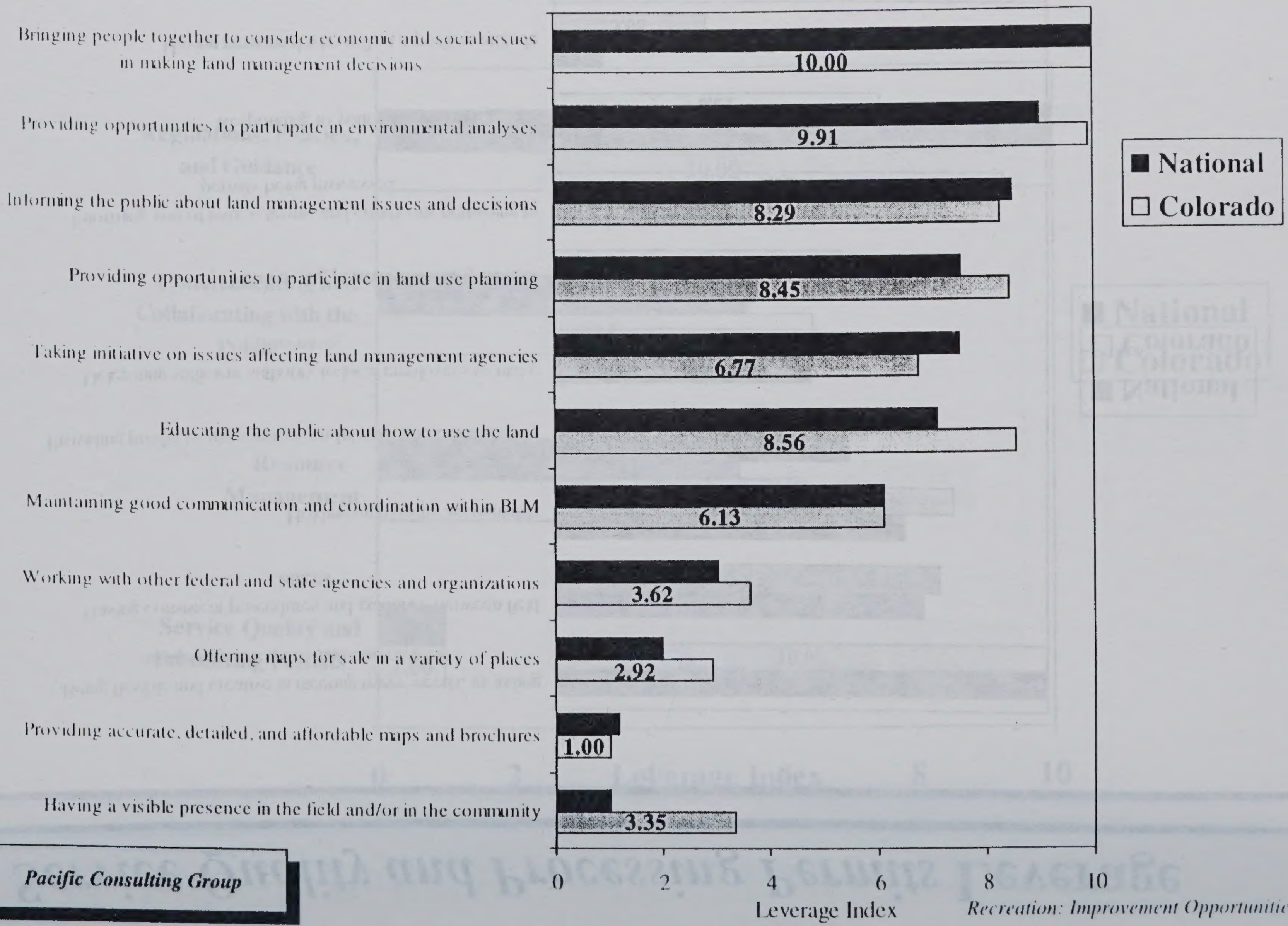

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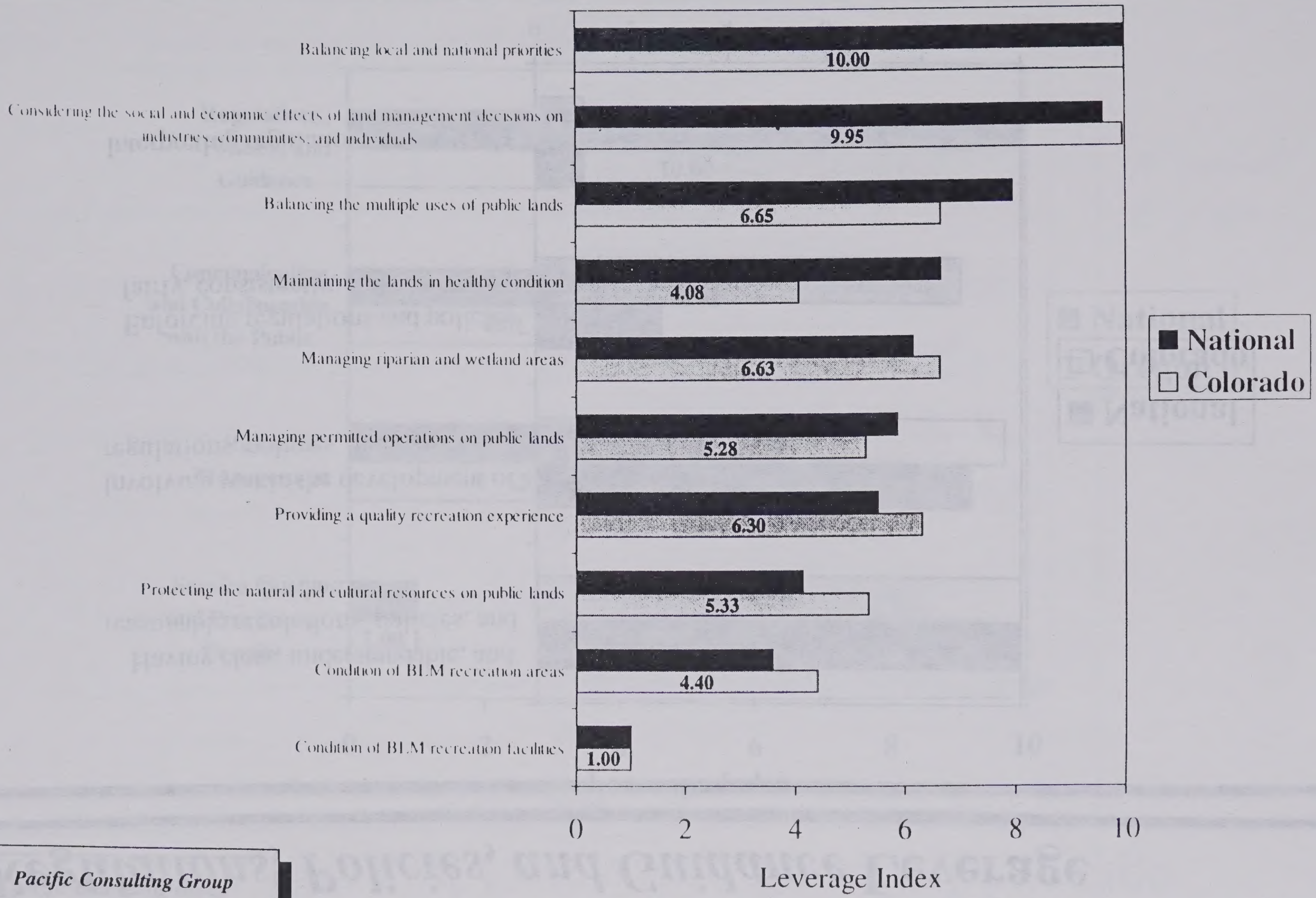

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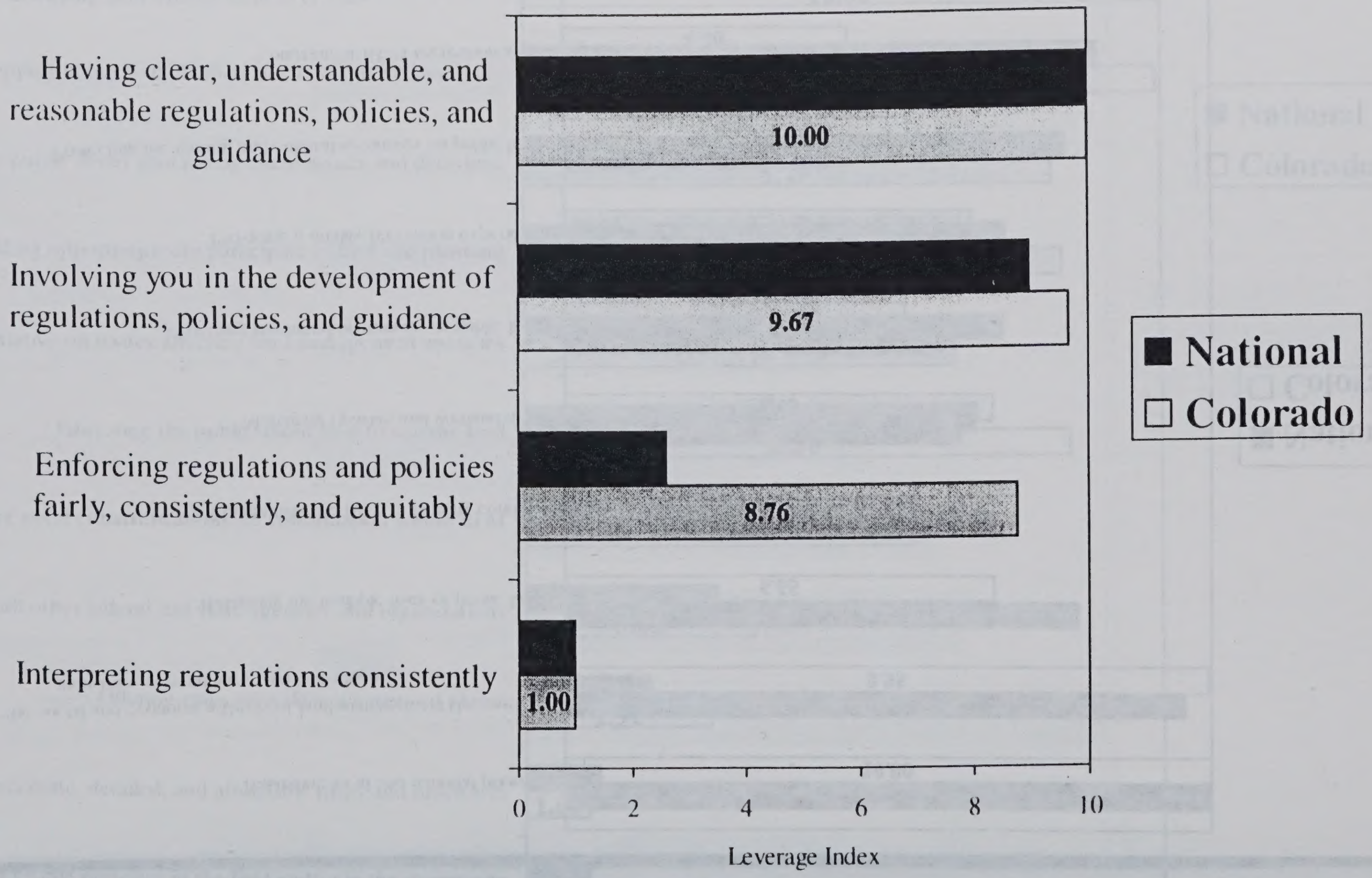

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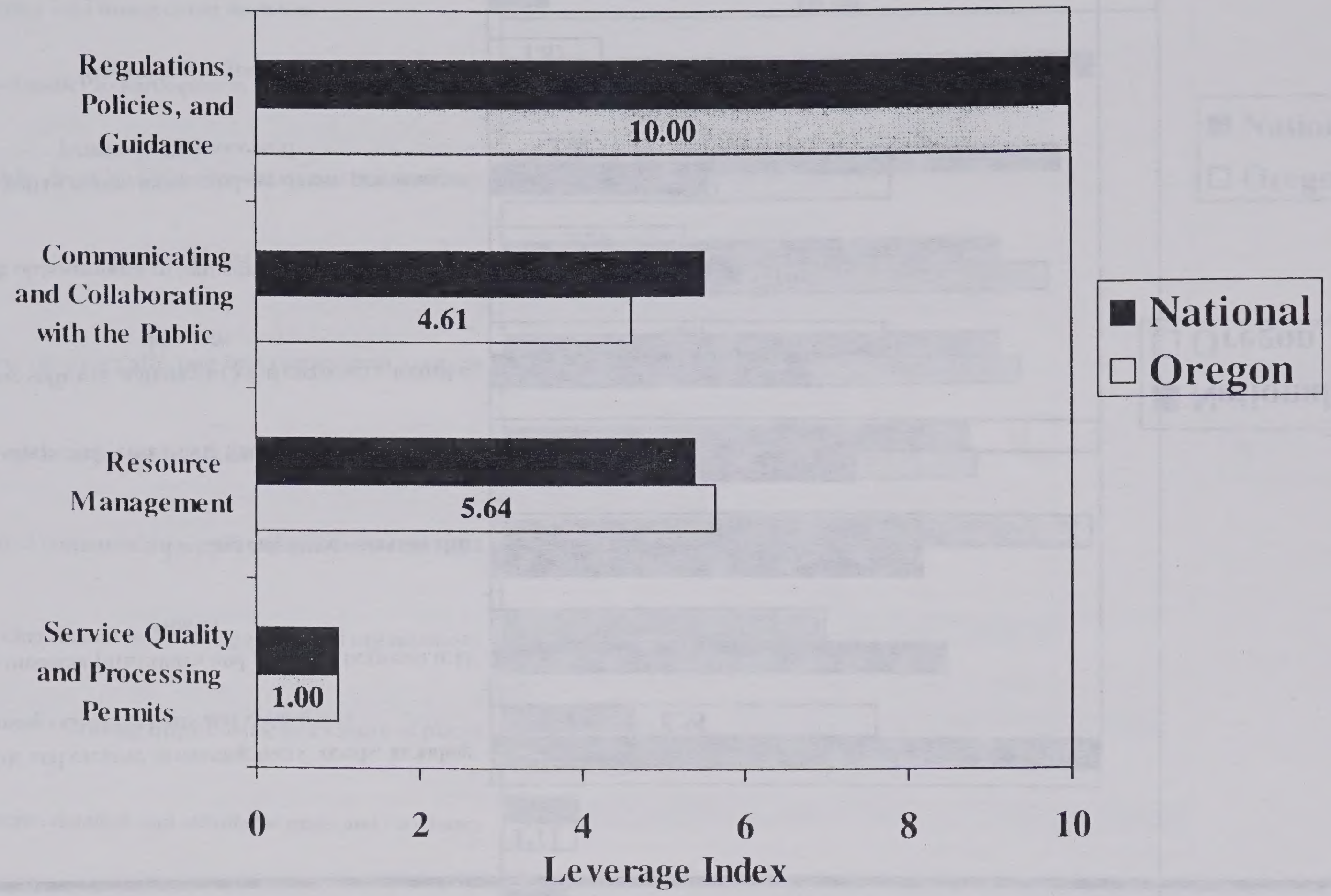

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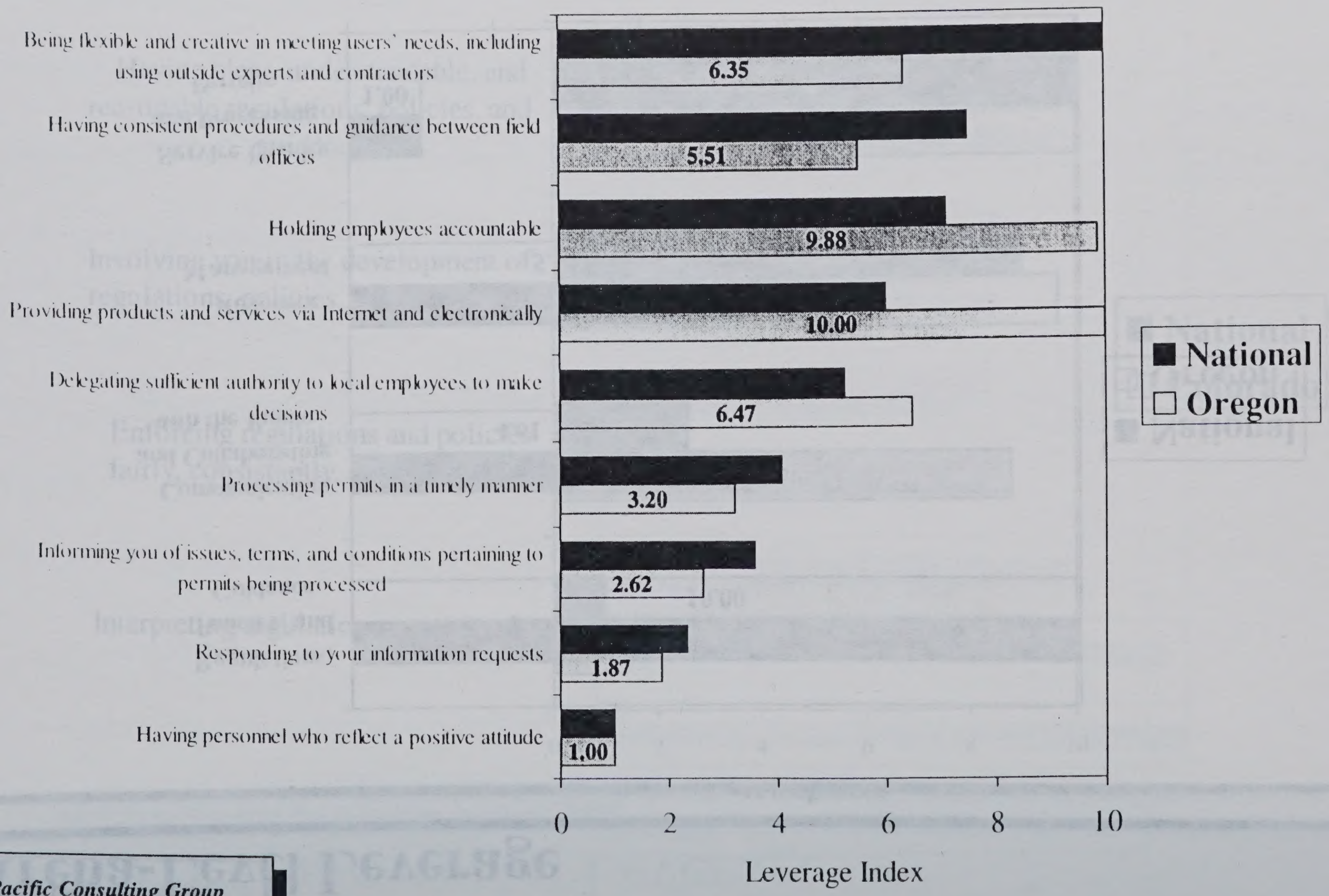

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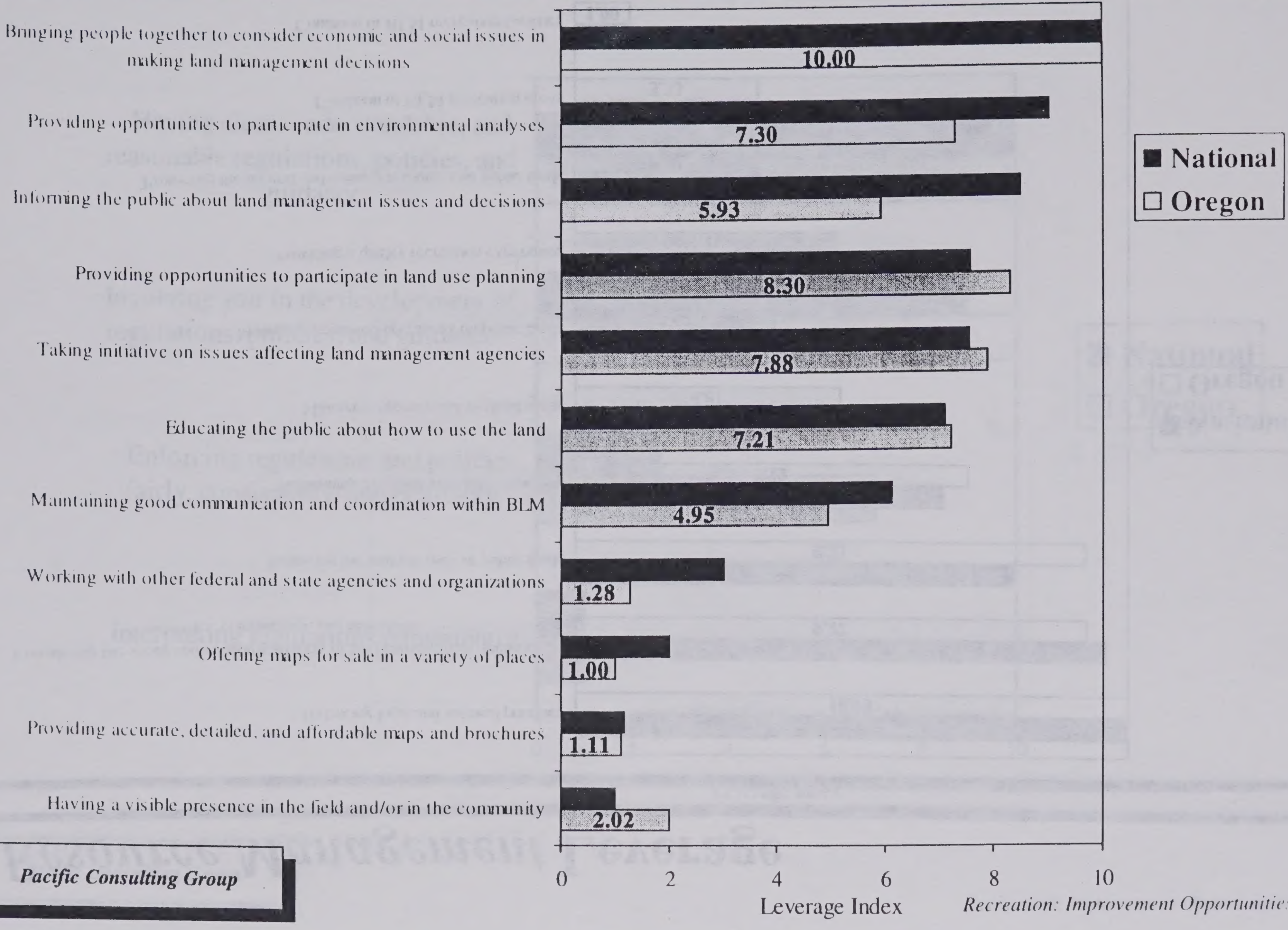
Communicating and Collaborating with the Public Leverage



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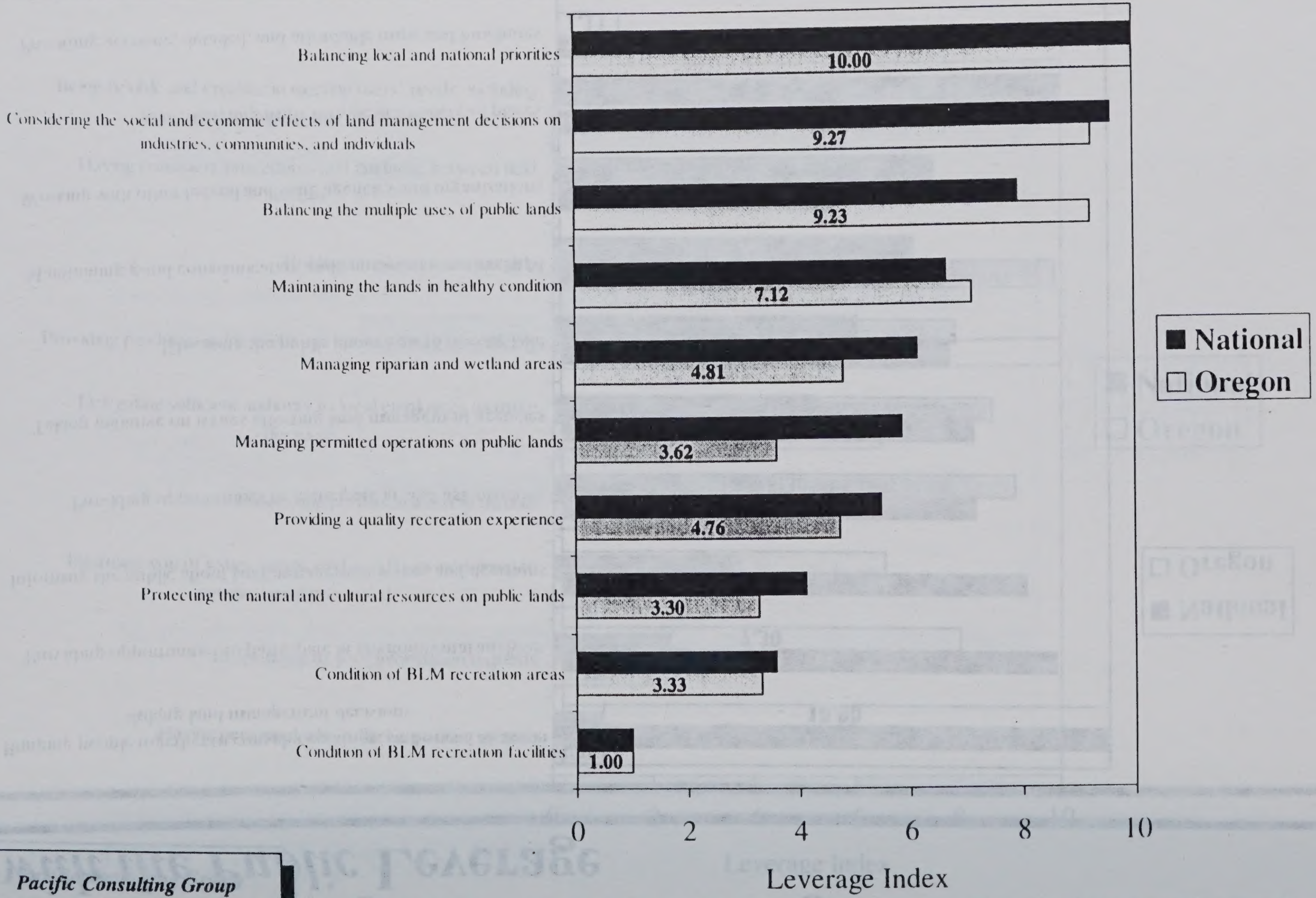

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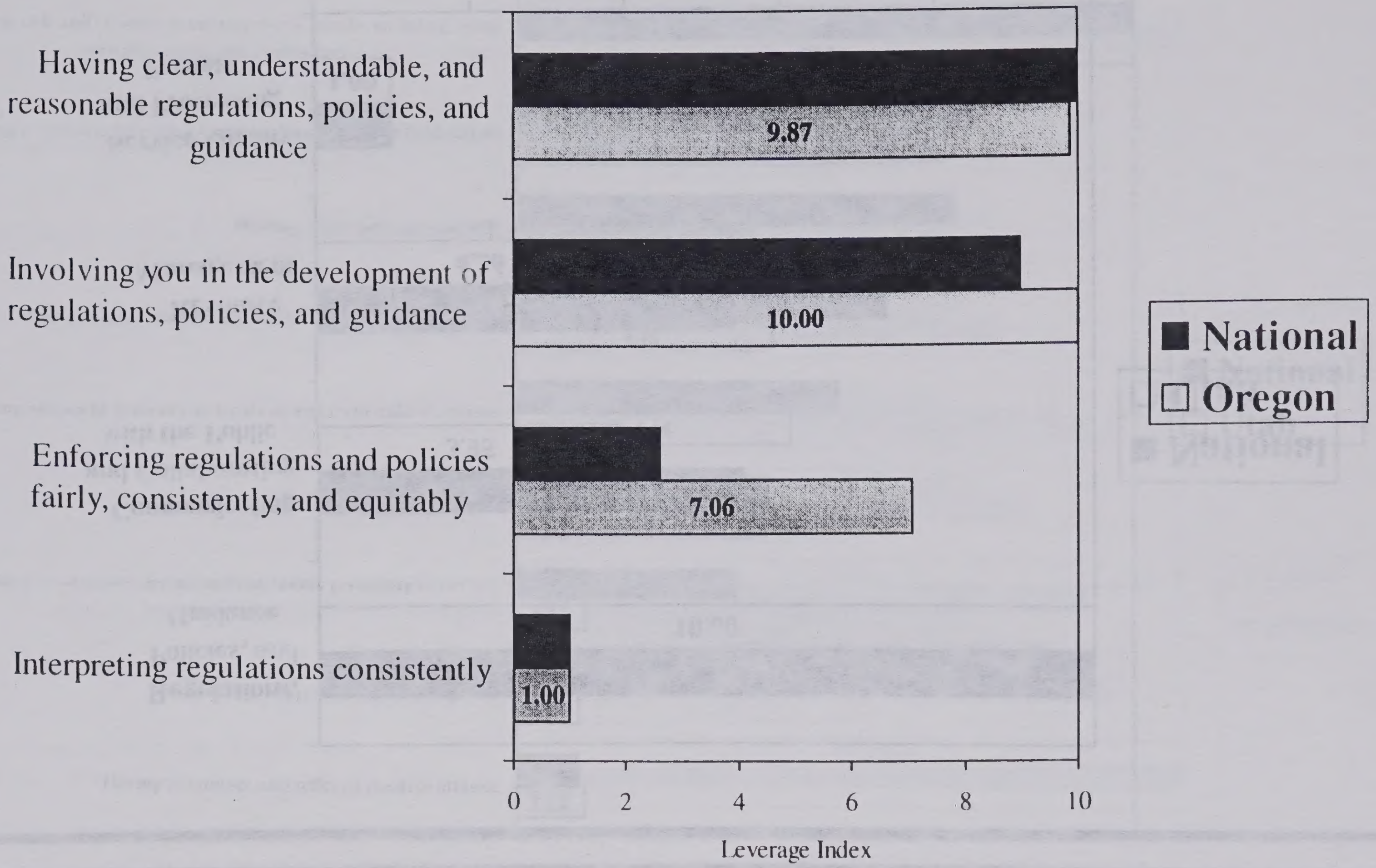

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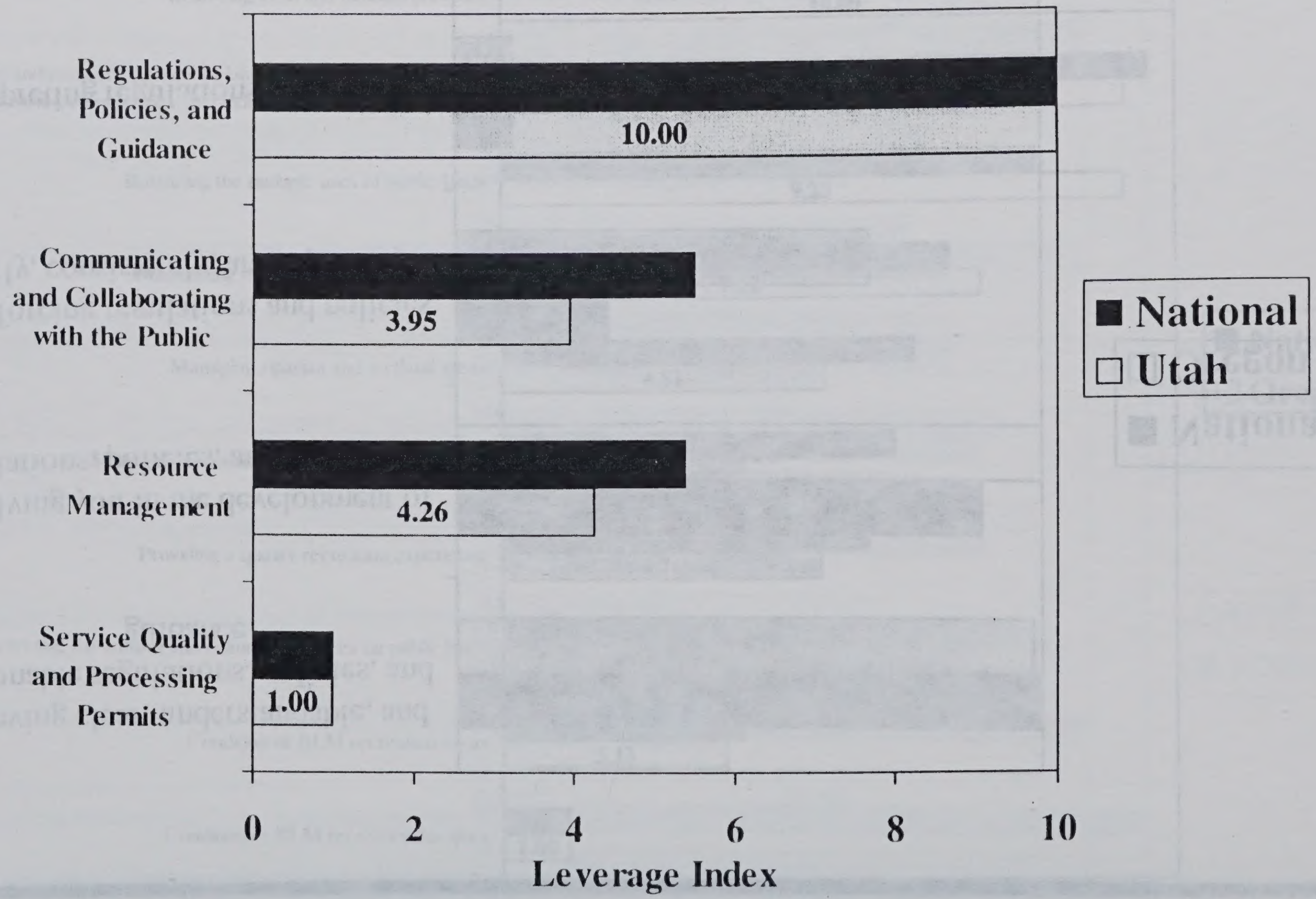

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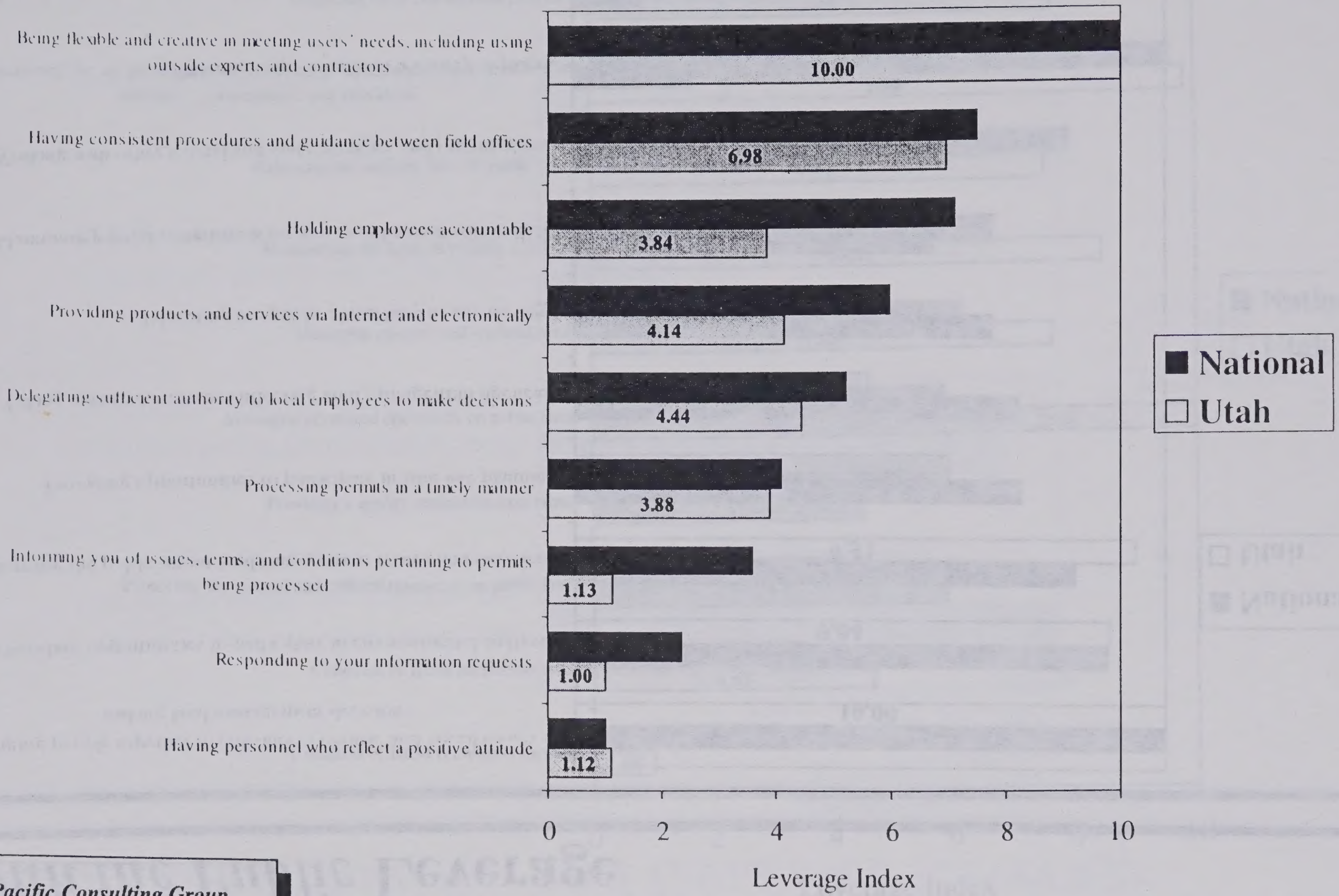
Service Quality and Processing Permits Leverage



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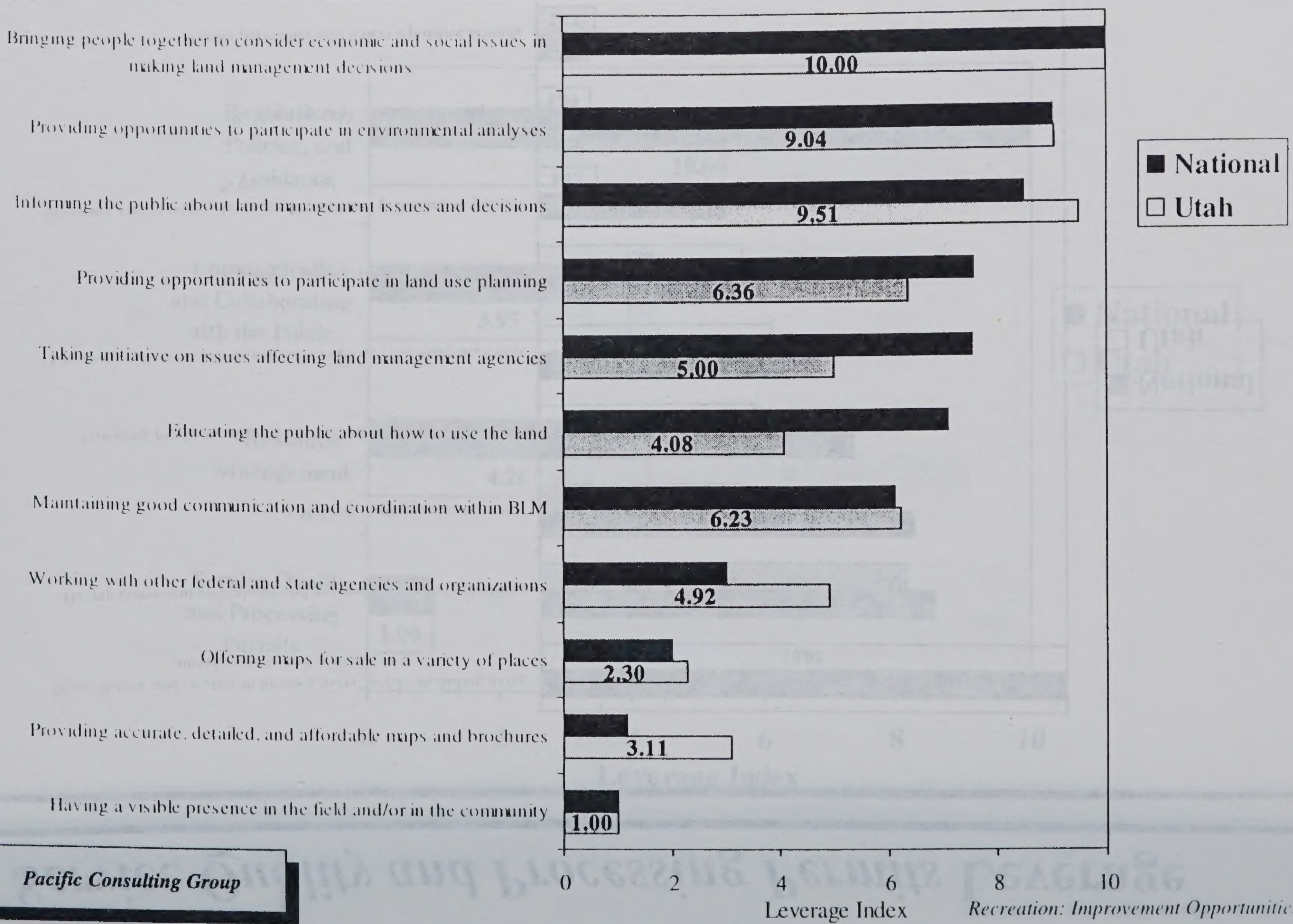

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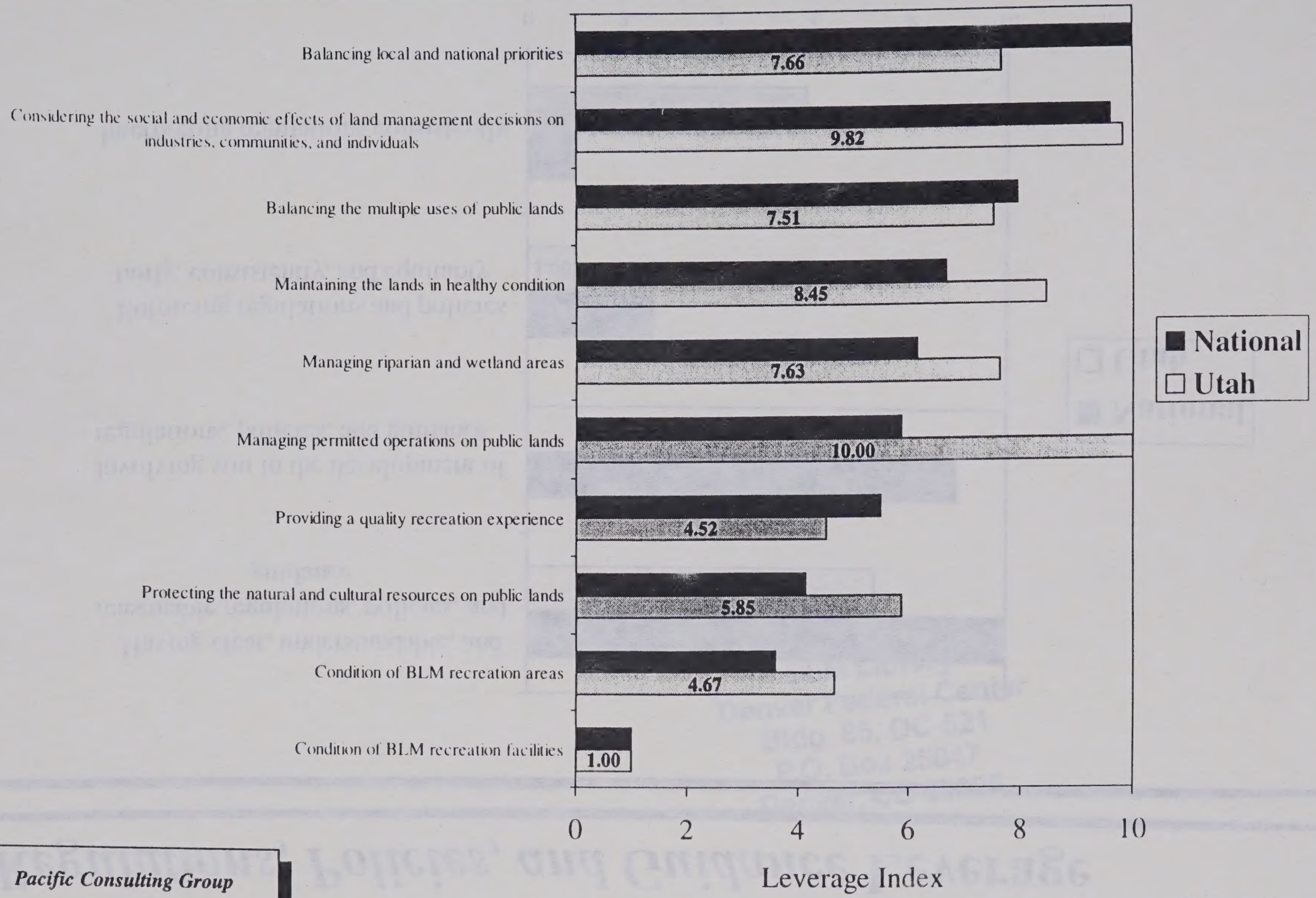
Resource Management Leverage



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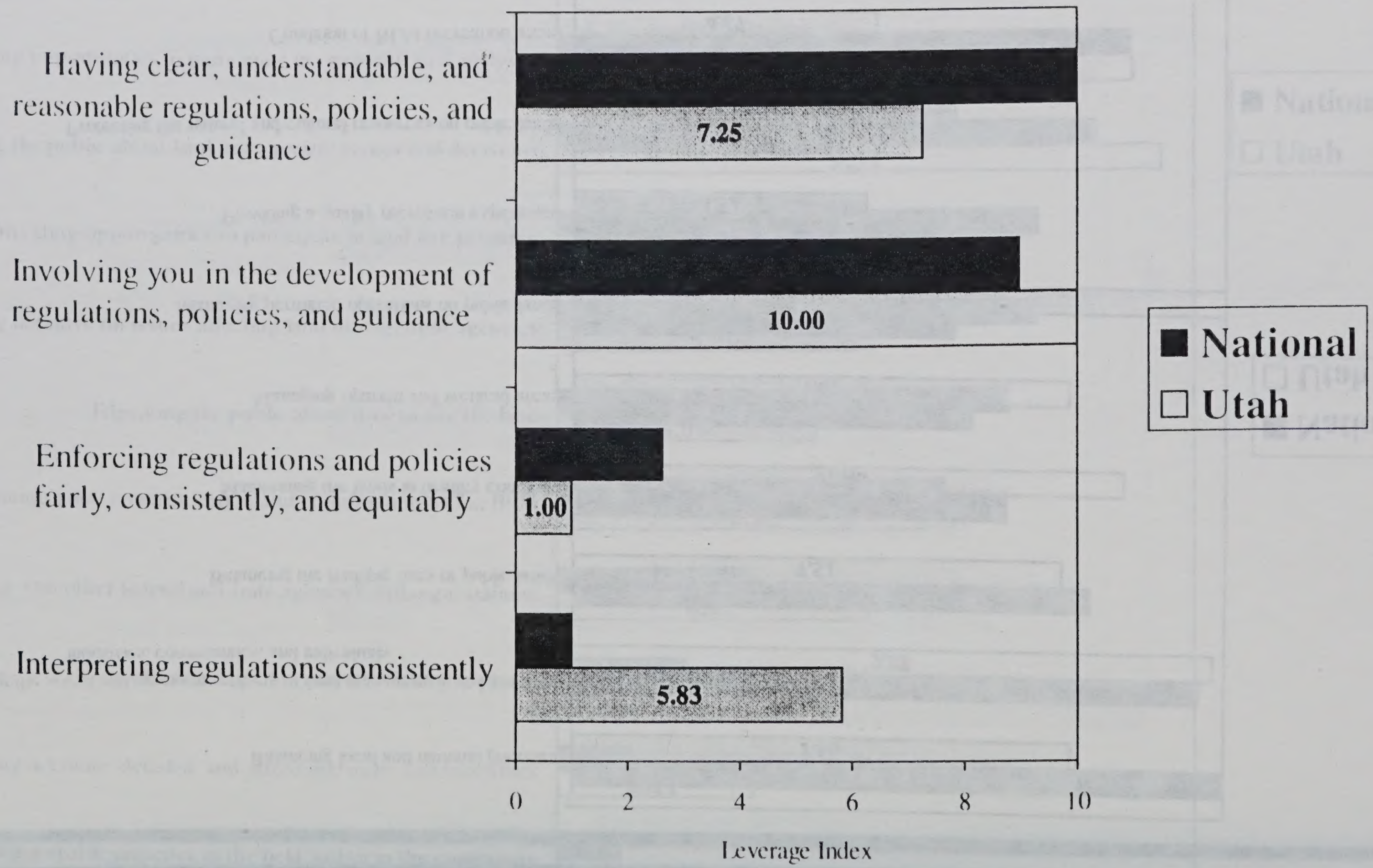

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